



Manage Booking User Guide

Booking Summary,
Booking Details,
Booking Cancellation and Booking Modification

Last updated on 13th January 2026



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1. Introduction to Manage Booking

Manage Booking revolutionises the cargo booking process by offering a seamless, intuitive and fully self-service digital platform. It enables cargo agents and forwarders to manage their bookings anytime, anywhere, through a centralised interface that operates 24/7. The platform includes key features such as Booking Summary, Booking Details, Booking Cancellation, and Booking Modification, providing users with full control and visibility over their shipments. The platform is eligible for

- Bookings with AWB prefixes 160 and 128. Cathay Cargo website users can access bookings made under any branch they have rights to, while EzyCargo™ users are limited to bookings created under the specific branch code they used to log in with.
- Bookings created from all eligible channels including Click & Ship, the Cathay Cargo website, EzyCargo™ web page, offline channels, API integrations, and marketplace platforms, excluding go show and void shipment.

Booking information is updated in real time until RCS (Airline Received/Ready for Carriage) is issued, at which point the booking image freezes.

*All information displayed below uses dummy air waybill numbers and data.

* Please note that this content may be amended from time to time without prior notice. You are advised to refer to the current application for the latest version to compare the displayed information.

* If there is any inconsistency or ambiguity between the English version and the Chinese version, the English version shall prevail.

Search

Contact us

CATHAY CARGO

Action hubQuote & bookManage & track

Welcome, Mr Leung

Back to Action hub

My bookings

View and manage bookings you have made within the past year.

Search by Air waybill number(s)

Search

Reset search

Enter up to 5 air waybill numbers or their last 8 or 4 digits, separated by commas, semi-colons, or tabs.

Filter by

BranchDestinationDeparture dateBooking statusFlight/Truck/Vessel

Reset all filters

1-20 of 68 bookings

Sort by Recently booked

Branch	Air waybill no.	Origin/dest.	Flight/truck/vessel	Departure date	Pcs	Wgt (kg) / vol (mc)	Date booked	Status	
HAN	160-10814871	HAN > HKG	CX742	31 Dec 2025	1	100 / 0.6	12 Dec 2025	Confirmed	...
HAN	160-10814930	HAN > HKG	CX742	04 Feb 2026	1	100 / 0.6	12 Dec 2025	Under review	...
HAN	160-10814893	HAN > HKG	CX742	28 Jan 2026	1	100 / 0.6	12 Dec 2025	Cancelled	...
HAN	160-10814882	HAN > HKG	CX742	07 Jan 2026	1	100 / 0.6	12 Dec 2025	Cancelled	...
HAN	160-10814952	HAN > HKG	CX742	17 Dec 2025	1	100 / 0.6	12 Dec 2025	Airline received	...
HAN	160-10814926	HAN > HKG	CX742	14 Jan 2026	1	100 / 0.6	12 Dec 2025	Confirmed	...
HAN	160-10814915	HAN > HKG	CX742	24 Dec 2025	1	100 / 0.6	12 Dec 2025	Confirmed	...
HAN	160-10814963	HAN > HKG	CX742	21 Jan 2026	1	100 / 0.6	12 Dec 2025	Confirmed	...



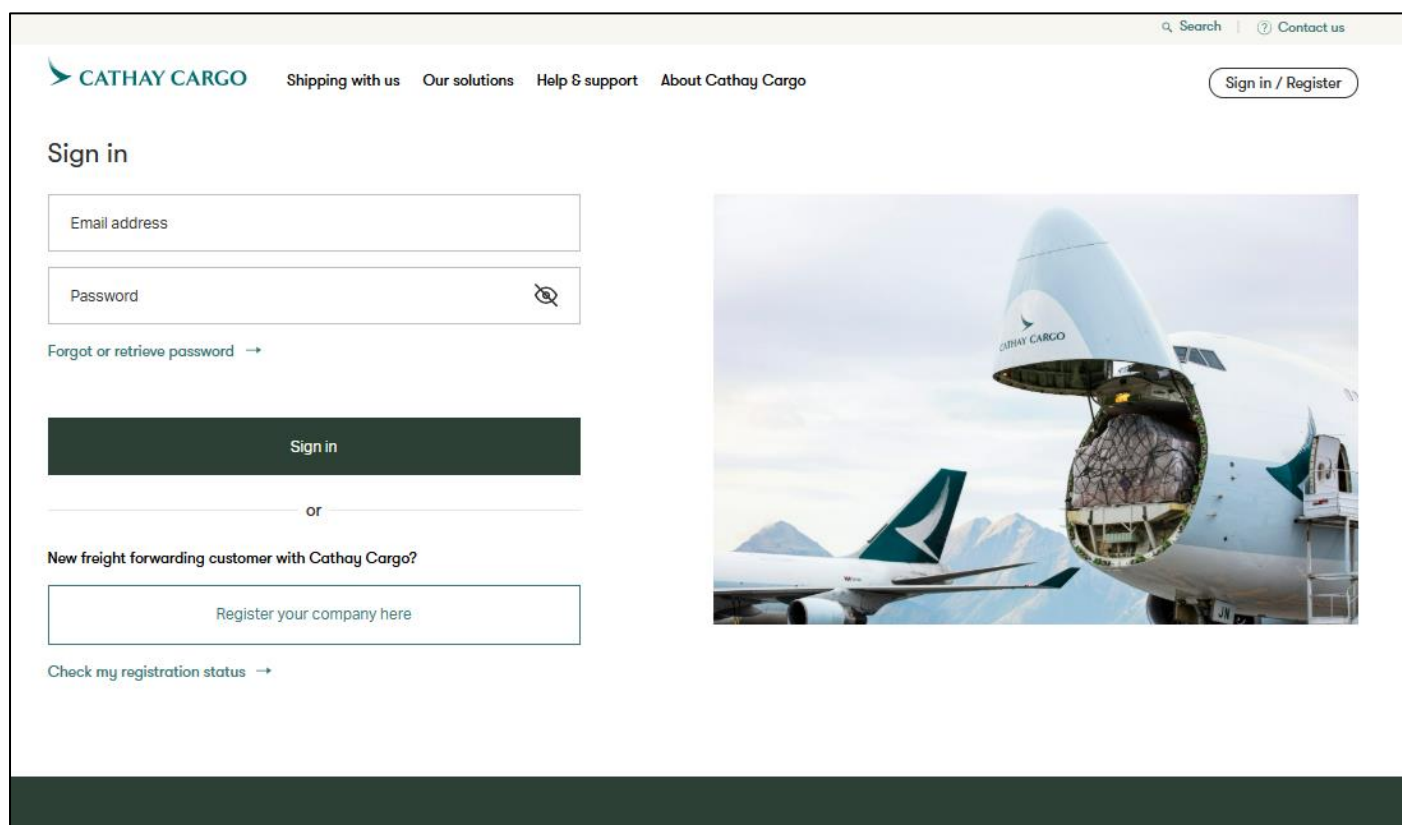
2. Getting Started & Log In

The Manage Booking platform can be accessed through two channels: cathaycargo.com and EzyCargo™.

2.1 Access from cathaycargo.com

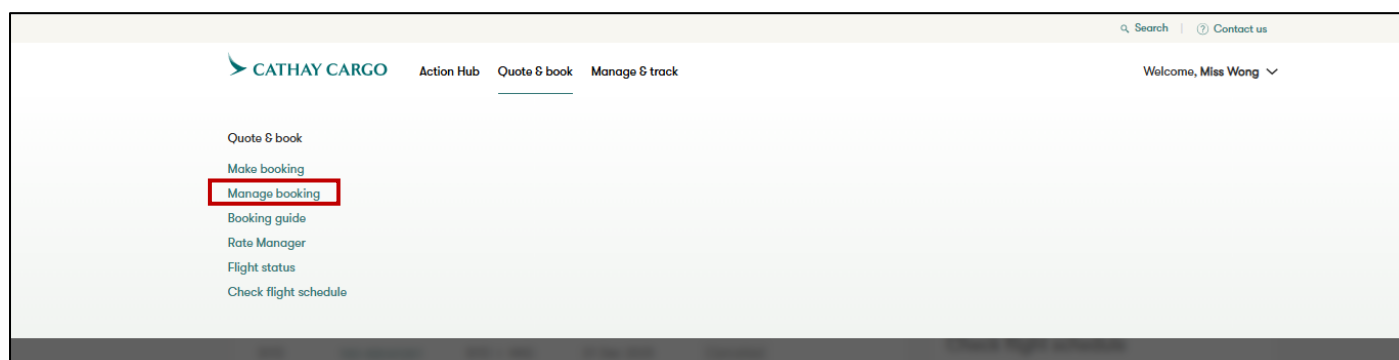
Access: <https://www.cathaycargo.com/en-us/home.html>

- I. If you are a registered Cathay Cargo user, log in to cathaycargo.com using your email address, password and the one-time password sent to your registered email.



The screenshot shows the Cathay Cargo website's sign-in page. At the top, there is a navigation bar with the Cathay Cargo logo, links for 'Shipping with us', 'Our solutions', 'Help & support', and 'About Cathay Cargo', and a 'Sign in / Register' button. Below the navigation bar, the 'Sign in' section features two input fields for 'Email address' and 'Password'. A 'Forgot or retrieve password' link is located below the password field. A large 'Sign in' button is positioned below the input fields. To the right of the sign-in form is a large image of a Cathay Cargo aircraft with its cargo door open. Below the 'Sign in' button, there is a link for 'New freight forwarding customer with Cathay Cargo?' and a 'Register your company here' button. At the bottom of the sign-in section, there is a link for 'Check my registration status'.

- II. Access "Manage booking under "Quote & Book"



The screenshot shows the 'Quote & book' menu on the Cathay Cargo website. The navigation bar at the top includes the Cathay Cargo logo, links for 'Action Hub', 'Quote & book', and 'Manage & track', and a 'Welcome, Miss Wang' dropdown menu. The 'Quote & book' menu is expanded, showing a list of options: 'Quote & book', 'Make booking', 'Manage booking' (highlighted with a red box), 'Booking guide', 'Rate Manager', 'Flight status', and 'Check flight schedule'.



2.2 Access from EzyCargo™

Access: <https://ez3.ezycargo.com/en-us/ezycargo/>

- I. If you are a registered EzyCargo™ user, log in to EzyCargo™ using your company ID, user ID, password and one time password.

EzyCargo™

ABOUT EzyCargo™ | NEWS | CONTACT US

Company ID

User ID

Password

Login

Forgot Password?

Need an EzyCargo™ account? [Contact Us Now](#)

Customer Service Team

+852 2838 1999

helpdesk@glshk.com

Business Development Team

+852 2833 1880

sales@glshk.com

One-Stop Air Cargo Solution for Freight Forwarders

EzyCargo™ is a digital platform that facilitates the end-to-end operational processes of forwarders, from booking air cargo space and submitting e-AWBs, to real-time tracking of shipments.

FEATURES

ABOUT GLS

TERMS OF USE

COOKIES POLICY


- II. After login, hover over the Airline tab and click “Manage Booking”

Terminal	Airline	Profile
	Cathay Pacific Airways (CX) Click & Ship Manage Booking Rate Sheet Download Rate Sheet Download (TRN) Flight Schedule Shipment History EQ E-Adhoc AD Ticket EB UGSA Cargo Claims Carbon Offset for Cargo	

- III. If you have completed pre-registration on cathaycargo.com, you will be redirected directly to the Manage Booking page seamlessly.



- IV. If you have not registered in advance, you will be guided to the following page prior to accessing Manage Booking. You may click “Register” to start the registration process. After this initial registration, you can access the platform through EzyCargo™ seamlessly from now on without signing in each time.

[Shipping with us](#)[Our solutions](#)[Help & support](#)[About Cathay Cargo](#)[Membership](#)

Sign in / up


Welcome to Cathay Cargo Digital Hub

We've launched the Cathay Cargo Digital Hub, offering a faster, more secure, and more user-friendly experience. To access post-login features, you'll need to register for a Cargo Digital Hub account. This change helps us ensure better data protection, improved performance, and a smoother experience for all users.

Thank you for your cooperation.

Register now

Back to Homepage





3. Booking Summary

The Booking Summary table displays and consolidates all bookings made by this user, as well as those made by other user accounts within the same company. The data comes from a rolling date range from the past year up to 56 days into the future. Information updates in real time until RCS (Airline Received/Ready for Carriage) is issued, at which point the booking image freezes.

3.1 Booking Summary Table

A maximum of 20 bookings can be displayed on each page. If there are more than 20 bookings, they will be shown on following pages. Users can click on any air waybill number to view the corresponding booking details.

My bookings

View and manage bookings you have made within the past year.

Search by Air waybill number(s)

Search

Reset search

Enter up to 5 air waybill numbers or their last 8 or 4 digits, separated by commas, semi-colons, or tabs.

Filter by

Branch

Destination

Departure date

Booking status

Flight/Truck/Vessel

Reset all filters

1-20 of 68 bookings

Sort by Recently booked

Branch	Air waybill no.	Origin/dest.	Flight/truck/vessel	Departure date	Pcs	Wgt (kg) / vol (mc)	Date booked	Status	
HAN	160-10814871	HAN > HKG	CX742	31 Dec 2025	1	100 / 0.6	12 Dec 2025	Confirmed	...
HAN	160-10814930	HAN > HKG	CX742	04 Feb 2026	1	100 / 0.6	12 Dec 2025	Under review	...
HAN	160-10814893	HAN > HKG	CX742	28 Jan 2026	1	100 / 0.6	12 Dec 2025	Cancelled	...
HAN	160-10814882	HAN > HKG	CX742	07 Jan 2026	1	100 / 0.6	12 Dec 2025	Cancelled	...
HAN	160-10814952	HAN > HKG	CX742	17 Dec 2025	1	100 / 0.6	12 Dec 2025	Airline received	...
HAN	160-10814926	HAN > HKG	CX742	14 Jan 2026	1	100 / 0.6	12 Dec 2025	Confirmed	...
HAN	160-10814915	HAN > HKG	CX742	24 Dec 2025	1	100 / 0.6	12 Dec 2025	Confirmed	...
HAN	160-10814963	HAN > HKG	CX742	21 Jan 2026	1	100 / 0.6	12 Dec 2025	Confirmed	...
▼ HAN	160-10814812	HAN > LHR	CX740 +1 more	28 Jan 2026	1	100 / 1.3	12 Dec 2025	Under review	...



3.1.1 Booking status

There are total of five overall booking statuses displayed in the booking summary.


Confirmed Partially confirmed Under review Cancelled Airline received

- Confirmed: All Segments are confirmed
- Partially Confirmed**: At least one segment is confirmed but not all segments are confirmed
- Under Review**: All segments are not confirmed
- Cancelled: All segments are cancelled
- Airline Received: Shipment has been issued RCS (Airline Received/Ready for Carriage)

**To check the status of each segment, click on the air waybill number. This will display detailed segment information.

3.1.2 Expand segments

If an air waybill contains multiple segments, an arrow/"v" icon will appear next to the air waybill number. Click the arrow to expand and view additional segment details.

Branch	Air waybill no.	Origin/dest.	Flight/truck/vessel	Departure date	Pcs	Wgt (kg) / vol (mc)	Date booked	Status	
 HAN	160-10814753	HAN > LHR	CX740 +1 more	17 Dec 2025	1	100 / 1.3	12 Dec 2025	Partially confirmed	...
	Segment 1	HAN > HKG	CX740	17 Dec 2025	1	100 / 1.3			
	Segment 2	HKG > LHR	CX251	17 Dec 2025	1	100 / 1.3			

3.1.3 Sorting by departure/booking creation/last update date




Click the button next to "Sort by" and select "Recently booked"/"Recently updated"/"Latest departure". The shipment list will be displayed from most recent to oldest date.

1-20 of 68 bookings								Sort by	Recently booked ^
Branch	Air waybill no.	Origin/dest.	Flight/truck/vessel	Departure date	Pcs	Wgt (kg) / vol (mc)	Date booked	Status	
HAN	160-10814871	HAN > HKG	CX742	31 Dec 2025	1	100 / 0.6	12 Dec 2025	Confirmed	Recently booked
HAN	160-10814930	HAN > HKG	CX742	04 Feb 2026	1	100 / 0.6	12 Dec 2025	Under review	Recently updated
									Latest departure

3.1.4 Quick button on view, modify and cancel booking

Click the "..." icon next to the shipment to select shortcuts to view booking, modify booking and cancel booking.

- Bookings with the status "Airline Received" cannot be modified.
- Bookings with the status "Cancelled" cannot be modified nor cancelled

Branch	Air waybill no.	Origin/dest.	Flight/truck/vessel	Departure date	Pcs	Wgt (kg) / vol (mc)	Date booked	Status	
HAN	160-10814871	HAN > HKG	CX742	31 Dec 2025	1	100 / 0.6	12 Dec 2025	Confirmed	...
HAN	160-10814930	HAN > HKG	CX742	04 Feb 2026	1	100 / 0.6	12 Dec 2025	Under review	 View booking
									 Modify booking
HAN	160-10814893	HAN > HKG	CX742	28 Jan 2026	1	100 / 0.6	12 Dec 2025	Cancelled	 Cancel booking



3.2 Search in My Bookings

3.2.1 Method 1: Air waybill search bar

Users can filter by Air waybill by typing in the relevant air waybill number in the search bar.

Users can search up to five AWB numbers in one go. Each entry can be a full AWB number, the last four digits, or the last 8 digits. Separate each air waybill number using commas, semi-colons, or tabs.

My bookings

View and manage bookings you have made within the past year.

Air Waybill number(s)

160-1081 4871 × 4930 ×

Search

Reset search

Enter up to 5 air waybill numbers or their last 8 or 4 digits, separated by commas, semi-colons, or tabs.

3.2.2 Method 2: Filters

Users can filter their bookings by branch, destination, departure date, booking status and flight/truck/vessel number by clicking the corresponding button and entering the relevant criteria. All filters can be applied simultaneously to narrow down search results.

Filter by

Branch ▾

Destination ▾

Departure date ▾

Booking status ▾

Flight/Truck/Vessel ▾

Reset all filters

To remove a filter, click the cross (×) icon next to the relevant category. To clear all filters at once, click the “Reset All Filters” button.

Filter by

HKG ×

Destination (244) ×

01 Dec - 31 Dec 2025 ×

Confirmed ×

CX2096 ×

Reset all filters

3.2.2.1 Filter by branch

Click the “Branch” filter and type any branch code(s) in search bar, then apply filter after selecting branch(es)

Filter by

Branch ▾

Destination ▾

Departure date ▾

Booking status ▾

Flight/Truck/Vessel ▾

Reset all filters

1-20 of 68

Branch

Search by branch

☐ (HKG) Hong Kong YAS Freight Forwarding Ltd

☐ (HAN) K.W. EXPRESS CORP

Reset Apply filter

HAN	160-10814893	HAN > HKG	CX742	28 Jan 2026	1	100 / 0.6	12 Dec 2025	Cancelled	...
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3.2.2.2 Filter by destination

Click the “Destination” filter and type any region, country, airport name or code in the search bar. Then select the checkbox for your destination and apply the filter. To view the airport codes in a specific territory, click the arrow (>) next to the territory name to expand the list.

The screenshot shows the 'Filter by' interface with the 'Destination' filter selected. The dropdown menu is open, displaying a search bar and a list of countries/regions under the heading 'Countries / regions'. The list includes Americas, Antigua and Barbuda, Argentina, Belize, Bolivia, Brazil, Canada, and Colombia. Each item has a checkbox and a right arrow (>) to expand the list. The background shows a table of bookings with columns for Branch, Air waybill no., and Origin/dest.

Branch	Air waybill no.	Origin/dest.
HAN	160-108148	HAN > HKG
HAN	160-108149	HAN > HKG
HAN	160-108148	HAN > HKG
HAN	160-108148	HAN > HKG
HAN	160-108149	HAN > HKG

3.2.2.3 Filter by departure date

Click the “Departure Date” button to open the calendar. Select a start and end date to define the departure date range, then click “Apply Filter” to proceed.

- The filter only applies to the first leg of the shipment.
- To filter for a specific date, select the same date for both the start and end.
- Users can select dates ranging from one year in the past to 56 days in the future. Dates outside this range will be unavailable for selection.

The screenshot shows the 'Filter by' interface with the 'Departure date' filter selected. The calendar is open, displaying two months: December 2025 and January 2026. The calendar shows days of the week (S, M, T, W, T, F, S) and dates. The date 15 is highlighted in the calendar. The background shows a table of bookings with columns for Branch, Air waybill no., and Origin/dest.

Branch	Air waybill no.	Origin/dest.
HAN	160-10814871	HAN > HKG
HAN	160-10814930	HAN > HKG
HAN	160-10814893	HAN > HKG
HAN	160-10814882	HAN > HKG
HAN	160-10814952	HAN > HKG



3.2.2.4 Filter by booking status

Click “Booking status” button to expand the booking status filter. Select at least one booking status and click “Apply filter” to proceed with the filtering.

For details on each booking status, please refer to Section 3.1.1 of this guide.

Filter by

Branch

Destination

Departure date

Booking status

Flight/Truck/Vessel

Reset all filters

1-20 of 68 bookings

Booking status

☒ Confirmed

☒ Partially confirmed

☐ Under review

☐ Airline received

☐ Cancelled

Reset

Apply filter

Sort by Recently booked

Branch	Air waybill no.	Origin/dest.	Flight/truck/vessel	Departure date	Arrival date	Status	
HAN	160-10814871	HAN > HKG	CX742	31 Dec 2025	02 Dec 2025	Confirmed	...
HAN	160-10814930	HAN > HKG	CX742	04 Feb 2026	02 Dec 2025	Under review	...
HAN	160-10814893	HAN > HKG	CX742	28 Jan 2026	02 Dec 2025	Cancelled	...

3.2.2.5 Filter by flight/truck/vessel number

Click “Flight/Truck/Vessel” button to expand the Flight/Truck/Vessel filter.

Input the Flight/Truck/Vessel number in the search bar, up to a maximum of 10 numbers. Separate the values with commas, semi-colons, or tabs, and then press the Enter key on the keyboard to proceed.

Filter by

Branch

Destination

Departure date

Booking status

Flight/Truck/Vessel

Reset all filters

1-20 of 68 bookings

Flight/truck/vessel (max. 10)

Enter your flight number

Enter up to 10 flight/truck/vessel numbers, separated by commas, semi-colons, or tabs

Reset

Apply filter

Branch	Air waybill no.	Origin/dest.	Flight/truck/vessel	Departure date	Pcs	Wgt (kg)	Arrival date	Status	
HAN	160-10814871	HAN > HKG	CX742	31 Dec 2025	1	100 / 0.6			
HAN	160-10814930	HAN > HKG	CX742	04 Feb 2026	1	100 / 0.6	12 Dec 2025	Under review	...



4. Booking Details

Users can view all information about a booking in the Booking Details page. Booking information is updated in real time until RCS (Airline Received/Ready for Carriage) is issued, at which point the booking image freezes.

4.1 Access from booking summary

Click on the air waybill number in the booking summary to access the booking details page for a specific air waybill number.

My bookings

View and manage bookings you have made within the past year.

Search

Reset search

Enter up to 5 air waybill numbers or their last 8 or 4 digits, separated by commas, semi-colons, or tabs.

Filter by

Branch

Destination

Departure date

Booking status

Flight/Truck/Vessel

Reset all filters

1-20 of 68 bookings

Sort by Recently booked

Branch	Air waybill no.	Origin/dest.	Flight/truck/vessel	Departure date	Pcs	Wgt (kg) / vol (mc)	Date booked	Status	
HAN	160-10814871	HAN > HKG	CX742	31 Dec 2025	1	100 / 0.6	12 Dec 2025	Confirmed	...
HAN	160-10814930	HAN > HKG	CX742	04 Feb 2026	1	100 / 0.6	12 Dec 2025	Under review	...
HAN	160-10814893	HAN > HKG	CX742	28 Jan 2026	1	100 / 0.6	12 Dec 2025	Cancelled	...
HAN	160-10814882	HAN > HKG	CX742	07 Jan 2026	1	100 / 0.6	12 Dec 2025	Cancelled	...



4.2 Booking Details page overview (dummy data)

Click "Back to My Bookings" to return to the booking summary page.

The overall booking status matches the status on the booking summary. (For status details, you may refer to section 3.1.1 Booking status)

Quick action buttons to modify and cancel booking

This section shows basic information for the shipment

Commodity and Cathay Solution will not be visible, if data is not available.

This section displays booking information of each segment

User may click "Tracking page" and view more shipment status

This section shows details of the ULD for prepack shipments or loose pieces details for loose shipments.

This section displays all entered Special Handling Codes. Hover over the adjacent icon for descriptions.

Rate section displays estimated charges for freightage, fuel surcharge, security surcharge, truck cost and total price.

Some items may need to refer to rate sheet except for the truck category will show 0 if no truck cost is found.

"Freightage (ad hoc)" will be shown for ad hoc rate.

If a shipper rate applies, the shipper's name will be shown at the top.

Booking contact information will only appear if it was input during booking creation using either Click & Ship or API link.

Booking creation date and time are displayed in Hong Kong time (GMT+8).

Click arrow button to expand detailed terms and conditions

Search

Contact us

CATHAY CARGO

Action hubQuote & bookManage & track

Welcome, Mr Leung

Back to My Bookings

AWB 160-10814871Confirmed

HAN to HKG | 1pcs | 100kg | 0.600mc

HAN K.W. EXPRESS CORP

View change log

Print

Booking details

Product information

Nature of goods	Booking type	Commodity	Cathay Solution
CONSOL	Loose	Consol	General Cargo
Non-stackable?	Priority tier		
No	Essential Plus (PR2)		

Booking information

The segment statuses below will be updated until we receive your cargo. Afterwards, updates will be available on the shipment tracking page

HAN > HKG

Confirmed

Flight/Truck/Vessel no.	Scheduled departure	Scheduled arrival	Pieces
CX742	31 Dec 2025 19:30	31 Dec 2025 22:25	1pcs
Weight	Volume		
100kg	0.600mc		

Loose pieces details

Pieces quantity	Total weight (kg)	Total volume (mc)
1	100	0.600

Special handling

SHC 1	SHC 2
PR2	HER

Disclaimer and Terms & conditions

Modify booking

Cancel booking

Rate (USD)

Chargeable weight	100kg	
Freightage	2.00	200.00
Fuel Surcharge	Refer to rate sheet	
Security Surcharge	Refer to rate sheet	
Truck	0	0
Total	2.00	200.00

The final prices applicable to any shipment will be determined based on the actual size, volume and weight of the shipment, the type of service selected, and the applicable charges and surcharges at the time of shipment.

Booking contacts

Name	May
Email address	mmbc.trial@outlook.com
Email notifications language preference	English

Booking creation

Booking creation date and user	12 Dec 2025, 15:46 (GMT+8): Tester Chan
Booking creation channel	Click & Ship

About us

Privacy

Terms & Conditions

Cathay Subsidiaries

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4.3 Supplementary Section of booking details

The following sections are displayed only when information is available.

4.3.1 Ultra Track

Ultra Track device IDs and contact information are displayed in the Ultra Track section. If users did not subscribe to Ultra Track, the entire section will not be shown.

 **Ultra Track**

Devices

Device ID
30431


Contact Information

Email Address
spraaap@cathaypacific.com

Telephone Number
123456789

4.3.2 Special Remarks

Only remarks input in Click & Ship and via API link will be shown in the Special Remarks sections.

 **Special remarks**

Document will be submitted later



4.3.3 Dangerous Goods Information


Dangerous Goods information entered during booking creation will be displayed in this section. It includes DG class, division and UN number.

 Dangerous goods information

DG Class 9 UN9001

4.3.4 Shipment Contacts

This section shows shipper, consignee and emergency contact information. If no information is available, the section will be hidden entirely.

 Shipment contacts

Shipper

Name
PETER

Address
CX CITY
HONG KONG

Telephone number
12345678

Consignee

Name
JOHNNY

Address
AUSTRALIA LOGISTIC TOWER
SYDNEY

Telephone number
88888888



4.4 Booking details after airline received

Booking details will only be refreshed before RCS is issued (Airline Received/Ready for Carriage). After RCS, a “Track shipment” button will be displayed at the top of the page. Users can click this button to quickly jump to the “Track your shipment” page to view the shipment progress.

Search

Contact us

CATHAY CARGO

Action hubQuote & bookManage & track

Welcome, Mr Leung

Back to My Bookings

Visit Track & Trace for latest booking status

As your cargo is now on the way, please track this shipment to view the latest booking status.

Track shipment

AWB 160-10814952

Airline received

HAN to HKG | 1pcs | 100kg | 0.600mc

(HAN) K.W. EXPRESS CORP

View change log

Print

Booking details

Product information

Nature of goods	Booking type	Commodity	Cathay Solution
TEST CONSOL	Loose	Consol	General Cargo
Non-stackable?	Priority tier		
No			

Booking information

The segment statuses below will be updated until we receive your cargo. Afterwards, updates will be available on the shipment tracking page

Rate (USD)

Chargeable weight	100kg	
	Per kg	Total cost
Freightage	2.00	200.00
Fuel Surcharge	Refer to rate sheet	
Security Surcharge	Refer to rate sheet	
Truck	0	0
Total	2.00	200.00

The final prices applicable to any shipment will be determined based on the actual size, volume and weight of the shipment, the type of



5. Booking History Log

This feature displays the history of all booking changes and provides quick access to historical booking snapshots. It also shows who made each change and when the changes occurred.

5.1 Entry

In the booking details page, click “View change log” and access all booking change history.

AWB 160-10814952 Airline received

HAN to HKG | 1pcs | 100kg | 0.600mc

(HAN) K.W. EXPRESS CORP

View change log

Print

Booking details

Product information

Nature of goods	Booking type	Commodity	Cathay Solution
TEST CONSOL	Loose	Consol	General Cargo
Non-stackable?	Priority tier		
No			

Rate (USD)

Chargeable weight	100kg	
	Per kg	Total cost
Freightage	2.00	200.00

5.2 Change log

The right-side panel displays the booking change log and timeline for all versions, including modified items, status updates, and the user who made each change. Click View version to open a historical booking snapshot for more details.

Change log

Latest version

12 Dec 2025, 16:50 (GMT+8)

Status updated to **Airline received**

12 Dec 2025, 15:46 (GMT+8)

Booking created

Tester Chan

View version →



6. Booking Cancellation

The cancellation function allows users to cancel eligible bookings based on branch-specific policies.

6.1 Cancellation Eligibility

Bookings cannot be cancelled through Manage Booking if the shipment has already been RCS (Airline Received/Ready for Carriage) or cancelled. For other bookings, cancellation policies may vary by branch. If users are unable to cancel their bookings, please contact local sales representative for assistance.

6.2 Entries

6.2.1 Method 1: Access from booking summary

Click the "..." icon next to the shipment to cancel booking and "Cancel booking".

Branch	Air waybill no.	Origin/dest.	Flight/truck/vessel	Departure date	Pcs	Wgt (kg) / vol (mc)	Date booked	Status	
✓ HAN	160-10814764	HAN > BNE	CX740 +1 more	06 Feb 2026	1	1,000 / 10	12 Dec 2025	Under review	...
✓ HAN	160-10814775	HAN > BNE	CX740 +1 more	03 Feb 2026	1	1,000 / 10	12 Dec 2025	Partial	View booking Modify booking Cancel booking
✓ HAN	160-10814786	HAN > BNE	CX740 +1 more	30 Jan 2026	1	1,000 / 10	12 Dec 2025	Partial	...
✓ HAN	160-10814742	HAN > BNE	CX740 +1 more	27 Jan 2026	1	1,000 / 10	12 Dec 2025	Cancelled	...

6.2.2 Method 2: Access from the "Booking Details"

Click "Cancel booking" in the upper right corner in the "Booking Details" page

[← Back to My Bookings](#)
AWB 160-10814871 Confirmed
HAN to HKG | 1pcs | 100kg | 0.600mc
(HAN) K.W. EXPRESS CORP

[View change log](#) [Print](#)

Booking details

[Modify booking](#) [Cancel booking](#)

Product information

Nature of goods CONSOL	Booking type Loose	Commodity Consol	Cathay Solution General Cargo
Non-stackable? No	Priority tier Essential Plus (PR2)		

Booking information

The segment statuses below will be updated until we receive your cargo. Afterwards, updates will be available on the [shipment tracking page](#)

Rate (USD)

Chargeable weight	100kg	
	Per kg	Total cost
Freightage	2.00	200.00
Fuel Surcharge	Refer to rate sheet	
Security Surcharge	Refer to rate sheet	
Truck	0	0
Total	2.00	200.00



6.3 Cancellation Procedure

- I. Users will be redirected to cancellation page
- II. Select cancellation reason
- III. Fill in booking contact person, if none was provided during booking creation

Cancel booking

Tell us why you are cancelling

☐ Shipment schedule has changed

☐ Documents are not ready

☐ Cargo is not ready

☐ I found a cheaper option somewhere else

☐ I found a better flight option somewhere else

☐ Other

Enter your cancellation reason (optional)

You still have 100 characters. Special characters are not allowed, except for hyphens (-), apostrophes ('), dots (.), exclamation marks (!), question marks (?) and commas (,).

Booking contact person

We will send a cancellation confirmation email to the booking contact person.

Name

Email address 1

Email address 2 (Optional)

Email address 3 (Optional)

Continue

Discard

- IV. Click “Yes, cancel booking” to cancel booking

Are you sure you want to cancel this booking?

You will not be able to undo the cancellation.

No, keep booking

Yes, cancel booking



V. A confirmation page will be displayed to indicate whether the booking has been successfully cancelled

Your booking under AWB 160-10813983 was cancelled

We will send an email confirming your cancellation to **mmbc.trial@outlook.com**

[Back to My bookings](#) →

VI. The booking contact person will receive an email notification with the cancellation result.

Dear Customer

Your booking has been cancelled

AWB: 160-10813983

If you have any questions or require assistance with future bookings, please don't hesitate to contact your local sales representative. We hope to be able to work with you soon.

Cancelled booking

CX740 | 17 Dec 2025

1pcs | 100.0kg | 0.5mc

11:05 HAN

14:10 HKG

Booking details

Agent name: K.W. EXPRESS CORP	Branch: HAN
Nature of goods: TEST GOODS	Priority tier: PR3
Commodity: Consol	Cathay Solution: General Cargo
Total Weight & Volume: 100.0kg; 0.5mc	Length x Width x Height: -
Cancellation reason: Cargo is not ready	

Privacy Notice

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7. Booking Modification

The modification function allows users to modify eligible bookings based on branch-specific policies. Users can modify eligible bookings made through Click & Ship, the Cathay Cargo website, EzyCargo™ web page, offline channels, API integrations and marketplace platforms.

7.1 Modification Eligibility

Bookings cannot be modified through Manage Booking, if the shipment has already been RCS (Airline Received/Ready for Carriage) or cancelled. For other bookings, modification policies may vary by branch. If users are unable to modify their bookings, please contact local sales representative for assistance.

7.2 Entries

7.2.1 Access from booking summary table

Click the "..." icon next to the shipment and "Modify booking" button to modify booking.

Branch	Air waybill no.	Origin/dest.	Flight/truck/vessel	Departure date	Pcs	Wgt (kg) / vol (mc)	Date booked	Status	
ADL	160-92810430	HKG > NRT	CX13491	30 Mar 2025	3	8,100.1/51.000	08 Mar 2025	Under review	...
✓ SYD	160-12345675	SYD > PEK	CX13492 +3 more	21 Mar 2025	58	999/999,999.999	07 Mar 2025	Confirmed	...
✓ SYD	160-12345676	SYD > PEK	CX13493 +4 more	21 Mar 2025	58	5,100/37.000	07 Mar 2025	Confirmed	...
SYD	160-23456786	HKG > NRT	CXXH13491	06 Mar 2025	3	8,100/51.000	06 Mar 2025	Partially	...

[View booking](#)
[Modify booking](#)
[Cancel booking](#)

7.2.2 Access from booking details page

Click "Modify booking" in the upper right corner in booking details page.

[← Back to My Bookings](#)
AWB 160-57852631 Confirmed
HKG to PVG | 3pcs | 140kg | 0.770mc
(HKG) ABC Freight Forwardings

[View change log](#) [Print](#)

Booking Details

[Modify booking](#) [Cancel booking](#)

Product Information

Nature of goods	Booking type	Commodity	Cathay Solution
GC	Loose	BULK	General Cargo
Non-stackable?	Priority tier		
No	Essential (PR3)		

Rate (HKD)

Chargeable Weight	140kg	
	Per kg	Total cost
Freightage	21.84	3057.60



7.3 Modification Procedure

The system will evaluate the modification eligibility, and only shipments that pass the eligibility review can be modified

I. Modification Form

After clicking the “Modify booking” button, users will be directed to the modification form which allows users to update booking details. The Origin and Destination fields cannot be changed under any circumstances. If users need to change the air waybill’s origin or destination, the shipment must be cancelled and rebooked.

II. Navigating and Making Changes

- Use the left menu shortcuts to navigate to the section needs to be modified. Sections labelled “View Only” cannot be edited.

CATHAY CARGO Action hub Quote & book Manage & track Welcome, Mr Leung

← Back

Modify booking

- 1 Shipment details
 - Product information
 - Booking information
- 2 Supplementary details
 - Special handling (optional)
 - Special remarks (optional)
 - Booking contacts
 - Shipment contacts (optional)
- 3 Review and confirm

Shipment details

Product information

Nature of goods: TEST CONSOL Priority tier: First (PR 1)

Commodity and Cathay Solution

Commodity: Consol Cathay Solution: General Cargo

Reset selection

Booking type

☒ Prepack (ULD) ☐ Loose

Non-stackable?

☐ Yes ☐ No

Booking information

Routing

Search for and fill out segment details using our [flight schedule](#).

Segment 1

From: HAN To: HKG Flight/truck/vessel no.: CX740 Departing on: 19 Dec 2025

Discard Save & continue



- Booking information: Click "flight schedule" to open the flight search tool.

Booking information

Routing

Search for and fill out segment details using our [flight schedule](#).

Segment 1

From
HAN

To
HKG

Flight/truck/vessel no.
CX740

Departing on
19 Dec 2025

Remove segment

Segment 2

From
HKG

To
BNE

Flight/truck/vessel no.
CX155


Departing on
19 Dec 2025

Remove segment

+ Add segment

Search flight schedule

Origin Noi Bai International Airport (HAN)	Destination Brisbane Airport (BNE)
Departure date	Body Type All
Search flights	

- The Special Handling Code (SHC) field is automatically pre-filled based on the updated shipment details. Users can add additional SHCs as needed, up to a maximum of five per shipment. Before submitting, users need to carefully review all SHC entries to ensure their accuracy.
- For reference, click the  icon to view the complete SHC list and definitions.

CATHAY CARGO

Action hubQuote & bookManage & track

SearchContact us

Welcome, Mr Leung

← Back

Modify booking

✓ Shipment details

Product information

Booking information

2 Supplementary details

Special handling (optional)

Special remarks (optional)

Booking contacts

Shipment contacts (optional)

3 Review and confirm

Supplementary details

Special handling (optional)

We have auto-generated special handling codes based on your input in the previous step. You may add any additional codes, if needed. A maximum of 5 special handling codes is accepted.

SHC 1
XPS

SHC 2
BUP

SHC 3 (optional)

SHC 4 (optional)

SHC 5 (optional)

Special remarks (optional)

Book a contour

You still have 336 characters.

Discard

Save & continue

23



- Cathay Solution and Commodity fields in shipment details section are mandatory.

Shipment details

Product information

Nature of goods
TEST CONSOL

Priority tier
First (PR 1)

Commodity and Cathay Solution

Commodity
Consol

Cathay Solution
General Cargo

Reset selection

- An email notification will be sent to the designated booking contact. Name and email address are mandatory to input.

Booking contacts

Name
Peter

Email address 1
Peter_Chan@Airfreight.com

Email address 2 (optional)

Email address 3 (optional)

Email notifications language preference

☒ English ☐ 繁體中文 ☐ 简体中文

- After completing all changes, click “Save and continue” to proceed to the review page

Modify booking

1 Shipment details

Product information

Booking information

2 Supplementary details

Special handling (optional)

Special remarks (optional)

Booking contacts

Shipment contacts (optional)

3 Review and confirm

Shipment details

Product information

Nature of goods
TEST CONSOL

Priority tier
First (PR 1)

Commodity and Cathay Solution

Commodity
Consol

Cathay Solution
General Cargo

Reset selection

Booking type

☒ Prepack (ULD) ☐ Loose

Non-stackable?

☐ Yes ☐ No

Booking information

Routing

Search for and fill out segment details using our [flight schedule](#).

Discard

Save & continue



III. Review and Confirm

- The Review page displays all booking details along with a preliminary booking status, which indicates the expected outcome after the changes

⚠ *Note: This status is based on the current snapshot and may change if there's a delay before confirmation.*

- Users can still make changes to any section by clicking the Edit button in the corresponding area.
- Click the "View Details" button located below the rate to see the updated rate information.

Modify booking

✓ Shipment details

✓ Supplementary details

3 Review and confirm

Review all changes

Product information

Nature of goods
TEST CONSOL

Commodity
Consol

Booking type
Loose

Priority tier
Essential Plus (PR 2)

Cathay Solution
General Cargo

Non-stackable?
No

[Edit Basic information](#)

Preliminary Booking Status

Overall

Confirmed

Segment 1

Confirmed

1

Statuses displayed are not final. Please note that displayed statuses are only a current snapshot and may change due to time elapsed before the next page. The final status will be confirmed on the next page.

Booking information

[Edit Booking information](#)

Routing

Segment

From
HAN

To
HKG

Flight/truck/vessel no.
CX740

Departing on
06/02/2026

Loose pieces details

Pieces quantity	Total weight (kg)	Total volume (mc)
10	1,000	5,000

Rate (USD): 1,300.00

1

Your modifications have resulted in a new rate. [View details](#)

Discard

Confirm

- Rate summary shows chargeable weight and estimated freightage.

⚠ *Note: The final prices applicable to any shipment will be determined based on the actual size, volume and weight of shipment, type of service and other surcharges.*

Modify booking

Product information

Booking information

Routing

Loose pieces details

Rate (USD)

New rate

Old rate

Chargeable Weight

1,000kg

	Per kg	Total Cost
Freightage	1.30	1,300.00
Fuel Surcharge		Refer to rate sheet
Security Surcharge		Refer to rate sheet
Truck	0	0
Total	1.30	1,300.00

The final prices applicable to any shipment will be determined based on the actual size, volume and weight of the shipment, the type of service selected, and the applicable charges and surcharges at the time of shipment.

- Click "Confirm" after reviewing all information



Consent

Users must agree to the disclaimer and terms & conditions before submitting any modifications.

Disclaimer and Terms & conditions

Disclaimer

- Prices shown are estimates, and are for reference only.
- The final prices applicable to any shipment will be determined based on the actual size, volume and weight of the shipment, the type of service selected, surcharges, and the applicable charges at the time of shipment.
- Cathay endeavours to ensure that all pricing information is accurate. However, errors in pricing may occur. Cathay reserves the right to claim back from a Customer the difference between a correct price and any price displayed in error.
- Shipment journey may be affected if SHC codes are not properly inputted for shipments with special handling requirements, or the shipment dimensions exceed the limitations of aircraft types, or actual shipments do not align with product and commodity types specified in your booking.
- You must specify in the booking if your shipment contains Dangerous Goods.** You agree that you will be liable for any loss or damage that we incur as a result of any Dangerous Goods not specified in the booking.
- A new Air Waybill must be prepared for each new booking. If you have used an Air Waybill from a previous shipment, we may not confirm your booking instantly, and may refer it to manual review.
- You are responsible for correctly affixing or procuring that any shipment you represent correctly affixes a 'this way up' label for similar to any cargo which cannot be inverted, or which have other special handling requirements.
- Cathay Cargo's Conditions of Carriage (available here: <https://www.cathaycargo.com/en-us/help-and-support/shipment-terms-and-conditions.html>)

Terms & conditions

Terms and Conditions

- E-bookings only
- Rate only applied with correct deal code inputted in accounting remark in AWB
- Rate eligible for E-AWB only

Cathay Pacific reserves the right to stack other cargoes on top of the shipment according to operational requirement. In case your cargo is not stackable, please ensure 'Non-Stackable (NST)' service is chosen.

☐ I have read and accept the Terms & Conditions

Agree & submit

IV. Instant result

After successful submission, users will be redirected to the modification confirmation page, which will display the updated booking status and booking summary.

CATHAY CARGO Action hub Quote & book Manage & track

Welcome, Mr Leung

Your booking modification has been processed

We have received your changes and have updated your booking accordingly. Any changes in rate will be effective immediately.

AWB 160-10815070 **Confirmed**

HAN to HKG | 10pcs | 1,000kg | 5.000mc

WE1

HAN > HKG **Confirmed**

Flight/Truck/Vessel no.	Scheduled departure	Scheduled arrival	Pieces
CX740	06 Feb 2026 11:05	06 Feb 2026 14:10	10pcs

Weight	Volume
1,000kg	5.000mc

[Back to My bookings](#) →



V. Email Notification

- Once the booking modification is successfully submitted, an email confirmation will be sent to the booking contact person.

I.Booking status: Confirmed

CATHAY CARGO

Dear Customer

Your booking modifications have been Confirmed

AWB: 160-86159699

This is to confirm that we have received your booking modifications.

Your booking status with these changes is "Confirmed".

Your updated booking details

AWB 160-86159699 | MAN to HKG20pcs | 190.0kg | 0.781mc

MAN → LHR

→ CX4314 | 31 Aug

CONFIRMED

80,000pcs | 40,000.0kg

→ CX4314 | 31 Aug

CONFIRMED

80,000pcs | 40,000.0kg

LHR → HKG

→ CX4314 | 31 Aug

CONFIRMED

80,000pcs | 40,000.0kg

Agent Name:
M Express Corp. Ltd.

Branch:
PEK

Nature of goods:
Lithium batteries

Priority tier:
Essential (PR3)

Commodity:
Consol

Cathay Solution:
General Cargo

Total Request Weight & Volume:
190.0kg; 0.781mc

ULD:
Q6x1; Q7x2

Equipment type:
N/A

Request Length, Width and Height:
N/A

II.Booking status: Under review

CATHAY CARGO

Dear Customer

Your booking modifications are being processed

AWB: 160-86159699

This is to confirm that we have received your booking modifications.

Your booking status with these changes is "Under review".

We will review the changes and send a follow-up email once there are any updates to your booking status.

Your updated booking details

AWB 160-86159699 | MAN to HKG20pcs | 190.0kg | 0.781mc

MAN → LHR

→ CX4314 | 31 Aug

WAITLIST

80,000pcs | 40,000.0kg

→ CX4314 | 31 Aug

CONFIRMED

80,000pcs | 40,000.0kg

LHR → HKG

→ CX4314 | 31 Aug

CONFIRMED

80,000pcs | 40,000.0kg

Agent Name:
M Express Corp. Ltd.

Branch:
PEK

Nature of goods:
Lithium batteries

Priority tier:
Essential (PR3)

Commodity:
Consol

Cathay Solution:
General Cargo

Total Request Weight & Volume:
190.0kg; 0.781mc

ULD:
Q6x1; Q7x2

Equipment type:
N/A


Request Length, Width and Height:
N/A



8. Active Email Notification

For bookings created from Click & Ship, users will receive proactive notifications when airline updates the booking status or changes flight details before RCS is issued.

I. Flight number or flight date change



Dear Customer

We have made flight changes to your booking

AWB: **160-86159699**

Due to operational reasons, we have had to make some changes to the flight details in your booking.

Your booking status with these changes is **"Under review"**.

We will send a follow-up email once there are any updates to your booking status. We apologise for any inconvenience caused.


[View booking](#)

Your updated booking details

AWB 160-86159699 | MAN to HKG 20pcs | 190.0kg | 0.781mc

MAN → LHR	→ CX4314	31 Aug	WAITLIST	80,000pcs 40,000.0kg
	→ CX4314	31 Aug	CONFIRMED	80,000pcs 40,000.0kg
LHR → HKG	→ CX4314	31 Aug	CONFIRMED	80,000pcs 40,000.0kg

II. Booking status of each segment change from one category to another category (i.e. confirmed / unconfirmed)



Dear Customer

Your booking status has been updated

AWB: **160-86159699**

There are been updates to your overall booking status and/or individual segment status(es).

Your overall booking status is now **"Confirmed"**.

Please view this booking or view the information below for further details.

[View booking](#)

Your updated booking details

AWB 160-86159699 | MAN to HKG 20pcs | 190.0kg | 0.781mc

MAN → LHR	→ CX4314	31 Aug	CONFIRMED (ALLOTMENT)	80,000pcs 40,000.0kg
	→ CX4314	31 Aug	CONFIRMED	80,000pcs 40,000.0kg
LHR → HKG	→ CX4314	31 Aug	CONFIRMED	80,000pcs 40,000.0kg



III. Cancellation




Dear Customer

Your booking has been cancelled

AWB: **160-86159699**

If you have any questions or need assistance with future bookings, please don't hesitate to contact your local sales representative. Thank you for choosing us, and we hope to serve you again soon.

Cancelled booking

 CX391 | 09 Dec 2024

20pcs | 190.0kg | 0.781mc

12:50 PEK

✈

PVG, HKG, BKK, JBG

22:00⁺² CPT

Booking details

Agent Name:
M Express Corp. Ltd.

Branch:
PEK

Nature of goods:
Lithium batteries

Priority tier:
Essential (PR3)

Commodity:
Consol

Cathay Solution:
General Cargo

Total Request Weight & Volume:
190.0kg; 0.781mc

Request Length, Width and Height:
90.0×99.0×85.0CM, 10.0×10.0×10.0CM

Cancellation reason:
I found a better flight option somewhere else