

Group Optimizer Manual

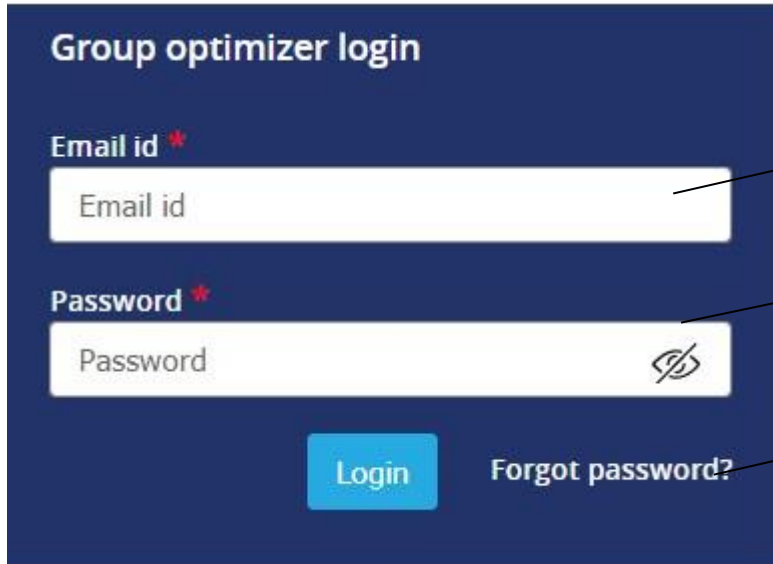
Introduction – Basic

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1. Log in

Group Optimizer login page



In the **Email id** box, type your email address


In the **Password** box, type your password.

Click **Login**

User is logged in to Group Optimizer.

Reset Password

To reset password, click on forgot password and a link will be sent to the user's email. Click the link and the below page will appear



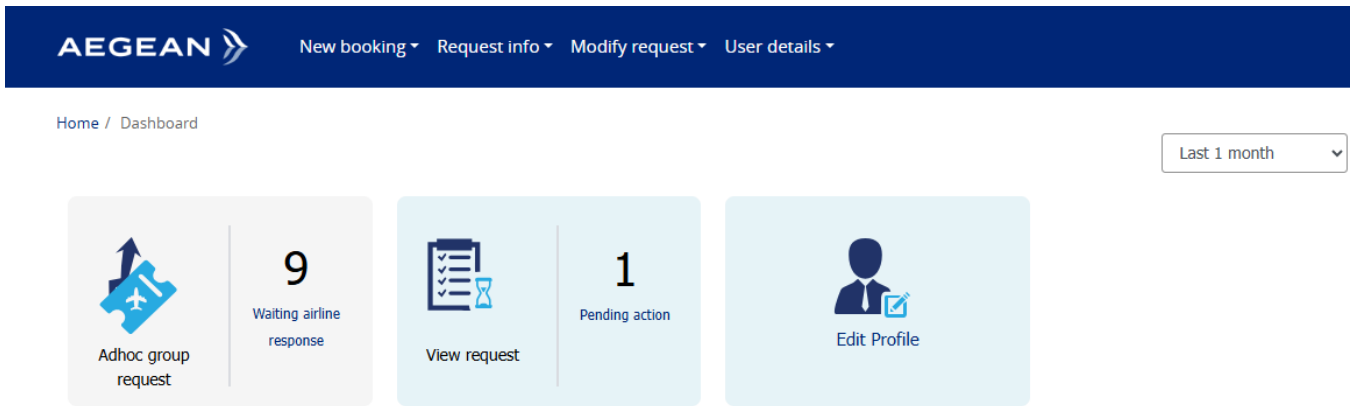
Type your email address

In the **Enter the captcha code** box, type the code shown in the image.

Click **Get Password**

2. Navigation – General view:

Home/ dashboard -> General view of your requests and profile.



The dashboard features a dark blue header with the Aegean logo and navigation links: **New booking** ▾, **Request info** ▾, **Modify request** ▾, and **User details** ▾. Below the header, the breadcrumb "Home / Dashboard" is visible on the left, and a filter dropdown "Last 1 month" is on the right. The main content area contains three summary cards:

- Adhoc group request**: 9 items, "Waiting airline response".
- View request**: 1 item, "Pending action".
- Edit Profile**: User profile icon.

MENU:

New booking ▾	Request info ▾	Modify request ▾	User details ▾
Adhoc group request	View request	Downsize	Edit profile
Series group request	Cancel booking	Upsize	Add user
	Tender request	Divide	View users
		Change itinerary	

New Booking -> Create an Ad hoc or a Series group request.

Request info -> View request, Cancel booking, Create a Tender request.

Modify request -> Downsize, Upsize, Divide, Change itinerary.

User details -> Edit profile, Add user, View users (according to access level)

3. Request Type

User may request group travel (**New booking request**) as an ad-hoc group request or a series group request.

- An **Ad-hoc** request is single time request.
- **Series** requests are multiple group trips undertaken over a period, or specific selected days, in repetition (minimum 5 departures – maximum 10 departures or 400pax).

4. View request

In **View request** page user can track request ids, view offers, check the status of each group request and find the terms and conditions. User can also accept, decline, or cancel requests.

In **View Request** page user can enter specific id (ad hoc/series) and select **View details** to open request id information (under any status). Provided filters can help narrow down the search (e.g. id number, group name, origin-destination etc.)

[Home](#) / [Search group request](#) / [View request](#)

Search group request

Group name <input type="text" value="Group name"/>	Request id <input type="text" value="367969"/>	Status <input type="text" value="All"/>	Requests from <input type="text" value="Select date"/>	Requests to <input type="text" value="Select date"/>	Search
Advanced search Clear					
Origin <input type="text" value="All"/>	Destination <input type="text" value="All"/>	Request type <input type="text" value="All"/>	Trip type <input type="text" value="All"/>		
PNR <input type="text" value="Enter the PNR"/>	Group category <input type="text" value="Select"/>	Flight number <input type="text" value="Flight number"/>	Departure date from <input type="text" value="Select date"/>		
Departure date to <input type="text" value="Select date"/>	Creator <input type="text" value="All"/>	Penalty start date <input type="text" value="Select date"/>	Penalty end date <input type="text" value="Select date"/>		

View request

Group details	Flight details	Request details	Status
Last updated on : 17-Apr-2026 13:52			
TA BASIC GRP367969 Adhoc	ATH → SKG 30-Sep-2026, A3-102 SKG → ATH 03-Oct-2026, A3-107	20 pax (20A) Fare requested : EUR 100.00 (Requested date : 17-Apr-2026 13:49)	Fare Quoted (Valid till : 27-Apr-2026 13:52)
			View details View history

Child ids appear under parent request

View request

[Aegean](#) [Star Alliance](#)

Group details	Flight details	Request details	Status	
Last updated on : 17-Apr-2026 14:02				
TA BASIC GRP367969 Adhoc	ATH → SKG 30-Sep-2026, A3-102 SKG → ATH 03-Oct-2026, A3-107	18 pax (18A) Fare requested : EUR 100.00 (Requested date : 17-Apr-2026 13:49)	Payment Pending	View details View history View child request +

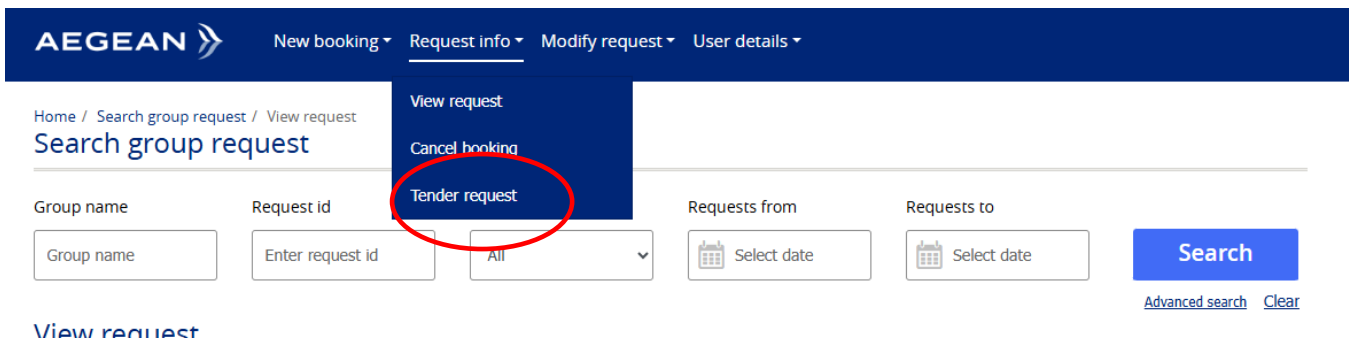
Click on view child request and the below page will open

View request

Group details	Flight details	Request details	Status	
Last updated on : 17-Apr-2026 14:02				
TA BASIC GRP367969 Adhoc	ATH → SKG 30-Sep-2026, A3-102 SKG → ATH 03-Oct-2026, A3-107	18 pax (18A) Fare requested : EUR 100.00 (Requested date : 17-Apr-2026 13:49)	Payment Pending	View details View history View child request -
Last updated on : 17-Apr-2026 14:03				
TA BASIC GRP367970 Adhoc	ATH → SKG 30-Sep-2026, A3-102 SKG → ATH 03-Oct-2026, A3-107	1 pax (1A) Fare requested : EUR 100.00 (Requested date : 17-Apr-2026 14:02)	Payment Pending	View details View history
Last updated on : 17-Apr-2026 14:03				
TA BASIC GRP367971 Adhoc	ATH → SKG 30-Sep-2026, A3-102 SKG → ATH 03-Oct-2026, A3-107	1 pax (1A) Fare requested : EUR 100.00 (Requested date : 17-Apr-2026 14:03)	Payment Pending	View details View history

All child ids under parent are available.

In case the request is a tender case, you are not able to track the id from the view request page. You may select **Request info** → **Tender request** to be able to view it.



Home / Search group request / View request

Search group request

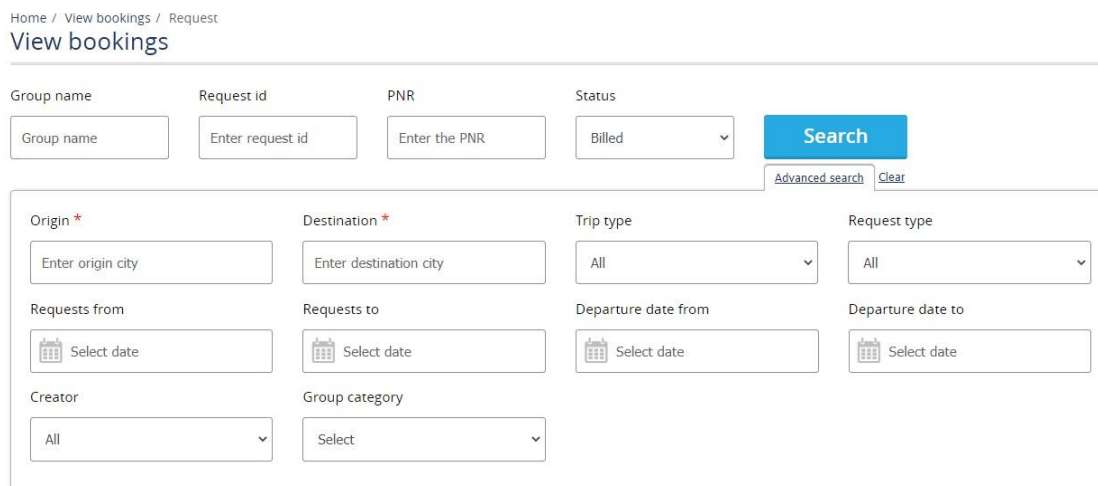
Group name: Request id: **Tender request** (highlighted) Requests from: Requests to: [Advanced search](#) [Clear](#)

[View request](#)

5. Cancel booking

In **Cancel booking** page, user can retrieve group PNRs to **Cancel PNR**. Both parent & child ids are available.

To track a booking in Payment Pending or Billed Status, user can use the multiple filters available.



Home / View bookings / Request

View bookings

Group name: Request id: PNR: Status: [Advanced search](#) [Clear](#)

Origin *: Destination *: Trip type: Request type:

Requests from: Requests to: Departure date from: Departure date to:

Creator: Group category:

Home / View bookings / Request

View bookings

Group name	Request id	PNR	Status	
<input type="text" value="Group name"/>	<input type="text" value="367969"/>	<input type="text" value="Enter the PNR"/>	<input type="text" value="All"/>	<input type="button" value="Search"/>

[Advanced search](#) [Clear](#)

Request

Group details	Sector	Pax details	Payment details	PNR	Status	
Last updated on : 19-Apr-2026 14:00						
TA BASIC GRP367969 Adhoc	ATH → SKG 30-Sep-2026 , A3-102 SKG → ATH 03-Oct-2026 , A3-107	Requested pax : 18 (18A) Submitted pax : 0 (0A)	Percentage paid : Amount paid : 0.00	86DY47	Billed	View details View child request +

In Cancel PNR page under the main id (parent id-PNR), user can view all related PNRs (child ids-PNR) for the same group.

6. Terminology & Validities

Fare expiration date = fare (offer) expires on this date/time.

Penalty start date = the date and time that cancellation policy from terms and conditions start to apply. (pnr has been created)

Both **fare expires** and **penalty start date** are in the view details of each id.

Fare validity will be available in Fare Quoted/Modification Approved status, quoted fares are valid until offer validity expires and seats are subject to availability upon acceptance of the group request.

Penalty start date will be available in Payment Pending and Billed status.

Payment and Pax validities are set in default dates/times.

Agent request

Adhoc Round-trip
ATH → SKG | SKG → ATH

Request id : GRP367972

Group name : TA BASIC M

Group category : Leisure

Requested by : pantatosaki@gmail.com

No of pax : 15 (15A)

Flexible on dates : No

Requested fare : EUR 100

Requested date : 17-Apr-2026 14:22

Remarks : --

[View request details](#)

Airline response Fare Quoted

EUR 2,496.30

Total fare (Net fare+Taxes)

Adult fare/pax : [EUR 166.42](#)

Last responded on : 17-Apr-2026 14:24

Airline remarks : --

⌚ TIME LIMIT

Fare expires : 27-Apr-2026 14:24

Payment : 18-Sep-2026 04:00 (100%)

Pax : 18-Sep-2026 05:00

Ticketing and name time limits apply as per T&Cs.

Refunds after ticketing	Only airport taxes (except YQ and YR)
Name deadline	From 15 days and up to 5 days before departure
Ticketing deadline	7 days to 72 hours before departure
Child/infant discount	Child / Youth: None Infant: 90% discount of the net fare (under 2 years)
Baggage allowance	Each passenger is allowed: 1 piece of checked baggage (max 23 kg) 1 piece of hand baggage (max 8 kg) 1 personal item

7. Resize actions

User can request resize actions (upsize, downsize, divide, modify) through GO according to the status of the id.

Generally, the following apply:

	New request status	Fare quoted status		Payment pending status (with PNR)/ billed	
Downsize	✓	✓		✓	
Upsize	✓	✓ parent id	✗ child id	✓ parent id	✗ child id

Divide	✗	✓	✓
Change itinerary	✓	✓	✓

- While an id is in Modification Status (Request Modify or Modification approved), no further actions are allowed.
- When user requests upsize/downsize in an id under new request status, pax information is automatically updated in the same id.

8. Ticketing details

The approval of Aegean group of companies is necessary to claim a group PNR.

User can proceed with ticketing using the ticketing details shown below:

Tour Code	ID as indicated in the PNR
Fare Basis	As indicated in the PNR
Commission	0
Fare	IT/NO FARE
Endorsement box	non end / non ref / valid on A3 / OA flights only
VAT	On pure domestic GR flights VAT is part of the given net fare

9. User details - Add user - View users

GO has 3 types of users travel admin, travel manager, travel employee. Each user has different access level in the system.

Functionality	Travel Admin	Travel Manager	Travel Employee
New Booking			
Ad hoc group request	Y	Y	Y
Series group request	Y	Y	Y
Request info			
View request	Y	Y	Y
Cancel booking	Y	Y	N/A

Tender request	Y	Y	Y
Modify request			
Downsize	Y	Y	N/A
Upsize	Y	Y	Y
Divide	Y	Y	Y
Change itinerary	Y	Y	Y
Cancel PNR	Y	Y	N/A
Accept/Decline	Y	Y	N/A
User details			
Edit profile	Y	Y	Y
User			
Add user	Y	N/A	N/A
View users	Y	N/A	N/A

Travel Admin has access to all ids created by all users (travel admin, travel manager, travel employee).
 Travel Manager has access to all ids created by all users (travel manager, travel employee).
 Travel Employee has access to ids created only by himself.

Select **User Details** and click on **View Users**. Advanced search filters can narrow down the search.

AEGEAN
New booking ▾ Request info ▾ Modify request ▾ User details ▾

Home / View users / Users

View users

Email id

Country

Search

[Advanced search](#) [Clear](#)

Users

Contact person ⇅
Agency details ⇅
Email verification ⇅
Status ⇅

Mr marianna ktistaki Travel Employee marianna@marianna.gr	exerzes travel Greece	Active	Active (Registered date : 22-Mar-2022 12:01:13)	Q Edit
---	--------------------------	--------	--	---

Edit option gives access to specific user account to edit data.

[Home](#) / [View users](#) / [Users](#) / [Edit user](#)

Edit user

User details

Email settings

User type *

Travel Employee ▼

Title *

Mr ▼

First name *

marianna

Last name *

ktistaki

Email id *

marianna@marianna.gr

Phone number *

+30

9876543210

Address*

n/a

Country *

Greece

Time zone *

Greece - Athens (GMT+03:00) ▼

Change password

Activation status

Email verification status

Update

[Back to list](#)

EMAIL address is non modifiable.

In case an agent's email is no longer valid, please contact Group Desk for replacement with a generic email.

Home / View users / Users / Edit user

Edit user

User details | Email settings

User type *
Travel Employee

Title * First name * Last name *

Mr marianna ktistaki

Email id * Phone number *

marianna@marianna.gr +30 9876543210

Address*

n/a

Country * Time zone *

Greece Greece - Athens (GMT+03:00)

Change password

Activation status Email verification status

Update [Back to list](#)

Click on email settings to activate or deactivate notification emails for agent's actions.

Home / View users / Users / Edit user

Edit user

User details
Email settings

Select all

English

Copy to all

<input checked="" type="checkbox"/> Forgot password <div style="border: 1px solid #ccc; padding: 2px; border-radius: 3px; display: flex; align-items: center;"> English ▼ </div>	<input checked="" type="checkbox"/> Approve <div style="border: 1px solid #ccc; padding: 2px; border-radius: 3px; display: flex; align-items: center;"> English ▼ </div>	<input checked="" type="checkbox"/> Reject <div style="border: 1px solid #ccc; padding: 2px; border-radius: 3px; display: flex; align-items: center;"> English ▼ </div>
<input checked="" type="checkbox"/> Negotiation rejected <div style="border: 1px solid #ccc; padding: 2px; border-radius: 3px; display: flex; align-items: center;"> English ▼ </div>	<input checked="" type="checkbox"/> Tender add request <div style="border: 1px solid #ccc; padding: 2px; border-radius: 3px; display: flex; align-items: center;"> English ▼ </div>	<input checked="" type="checkbox"/> Tender participation change <div style="border: 1px solid #ccc; padding: 2px; border-radius: 3px; display: flex; align-items: center;"> English ▼ </div>
<input checked="" type="checkbox"/> Tender cancel <div style="border: 1px solid #ccc; padding: 2px; border-radius: 3px; display: flex; align-items: center;"> English ▼ </div>	<input checked="" type="checkbox"/> Tender award <div style="border: 1px solid #ccc; padding: 2px; border-radius: 3px; display: flex; align-items: center;"> English ▼ </div>	<input checked="" type="checkbox"/> Penalty expiry alert <div style="border: 1px solid #ccc; padding: 2px; border-radius: 3px; display: flex; align-items: center;"> English ▼ </div>
<input checked="" type="checkbox"/> PNR schedule change <div style="border: 1px solid #ccc; padding: 2px; border-radius: 3px; display: flex; align-items: center;"> English ▼ </div>		

Update
Back to list

Email setting tips

Once the user is created, he can be mapped to receive notifications for various activities in the tool. In this window, all activities are displayed in separate drop down boxes. It also contains a check box nearer to each drop down fields to activate or deactivate email notification. Click on this to activate the notification email.

Add user

Travel admin can add a new user. Click on **user details** -> **Add user**

Add user

User details

Email settings

User type *

▼
Travel Admin

- Travel Admin
- Travel Manager
- Travel Employee

Title *

▼
Mr

First name *

Enter first name

Last name *

Enter last name

Email id *

Enter email id

Phone number *

Enter coun

Enter phone number

Password *

Enter password

Confirm password *

Enter confirm password

Address *

Enter address

Country *

Greece, Hellenic Republic

Time zone *

▼
Greece, Hellenic Republic - Athens (GMT

Activation status

Email verification status

fill in all the mandatory fields (indicated with an asterisk), select user type, edit email settings, and click on create. A new user will be created.

NOTE: To unlock a user, Travel Admin through **User Details** → **View users**, can change the **Activation Status**.

User details | Email settings

User type *
Travel Admin

Title* | First name * | Last name *
Mr | Enter first name | Enter last name

Email id * | Phone number *
Enter email id | Enter coun | Enter phone number

Password * | Confirm password *
Enter password | Enter confirm password

Address *
Enter address

Country* | Time zone *
Greece, Hellenic Republic | Greece, Hellenic Republic - Athens (GMT) |

Activation status | Email verification status

10. System requirements & functionalities

GO is optimized for the following internet browsers

Mozilla . Firefox	Chrome	Opera	Microsoft Edge
Mozilla 89.0	Chrome 91.0.4472.101	Opera76.0.4017.177	Edge 89.0.774.63

Names, ticketing, SR/ OSI elements are performed via GDS in group PNRs.