



CXAgents NDC Servicing Portal

Guidelines and Examples

CXAgents NDC Servicing Portal Capabilities



1. Retrieve NDC E-Ticket Record
2. NDC PNR Cancellation
3. Add /Edit Email Address / Contact Number / FQTV
4. Add / Edit Special Service Request / Disability and Mobility Assistance

You can access to CXAgents here: https://www.cxagents.com/ta/en_HK/welcome.html

1. Retrieve NDC E-Ticket Record



1. Mouse over Fares & Service Request, click [Retrieve booking](#)
2. Click [Retrieve NDC booking / e-ticket](#)
3. Fill in all the mandatory information (Family Name, Given Name, ET Number), click [Retrieve](#)
4. The page will show Electronic Ticket Record, Click [Print](#) to save or to print the E-ticket.

For continuous tickets (160-2345613457-58), please enter the first ET number 160-2345613457

Document Number	Passenger	Pax Type code	RLOC	Origin/Dest	Place of issue	IATA no. of the issuing office	Issue Date	Fare Calculation Pricing Indicator
1602	C MR	ADT	6IK7GL	CANCAN	BJS	06	24May24	N

Coupon#	Stopover	City	Carrier	Flight	Class	Date	Time	Status	Fare basis	ETKT Coupon Status	NVB	NVA	Baggage
1	O	CAN	CX	989	Q	08Jun	2220	OK	QA21CBHA	O	08Jun	08Jun	1PC
2	X	HKG	CX	588	Q	09Jun	1100	OK	QA21CBHA	O	09Jun	09Jun	1PC
3	O	FUK	CX	589	Q	10Jun	1640	OK	QA21FSHQ	O	10Jun	10Jun	1PC
4	X	HKG	CX	9871	Y	11Jun	0800	OK	QA21FSHQ	O	11Jun	11Jun	1PC
-	-	PFT	-	-	-	-	-	-	-	-	-	-	-

Fare Information			Additional Information			
	Currency	Amount	Tourcode			
Base Fare	CNY	1300	GBA500FF500			
Equivalent	-	-	Commission	-		
Total Tax	CNY	929	Fare Calculation	CAN CX X/HKG CX FUK69.10CX X/HKG CX CAN110.56NUC179.6		
Total	CNY	2229	Endorsement / restrictions	NONENDORSEABLE FARE RESTRICTIONS APPLY//CHKIN HKIA NOT ALLOW / FERRY O		
			Form of Payment	CASH		
			Tax/Fee details	CNY	519	YR
				CNY	90	CN
				CNY	65	G3
				CNY	111	HK
				CNY	51	I5

2. NDC PNR Cancellation



1. Mouse over Fares & Service Request, click [Retrieve booking](#)
2. Click [Retrieve NDC booking / e-ticket](#)
3. Fill in all the mandatory information (Family Name, Given Name, RLOC), click [Retrieve](#)
4. The page will show the NDC booking record, then click [Booking cancellation](#)

CATHAY PACIFIC Cathay Agents Inbox 17 GSO

News **Fares & Service Request** Group management Policies and Procedures Experience Support

Fares
Fare sheet summary

Fare enquiry
Fare enquiry request (New)
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1 Retrieve booking
Retrieve booking

Retrieve booking

Retrieve individual passenger's booking information

Retrieve GDS booking **Retrieve NDC booking / e-ticket** 2

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FAMILY NAME: c
GIVEN NAME: a
RLOC / E-TICKET NUMBER: 6

Retrieve

6I Last Retrieved 14:28 31 May Refresh Print Close

Passengers

Passenger	Name	Email	Mobile	Frequent Flyer	Update
P1	CI	128*****@QQ.COM	****8884	CX1	
P2	CE	122*****@QQ.COM 128*****@QQ.COM	****8884 ****8884	CX1	

4 Booking cancellation

Itinerary Details

Sector	Flight Number	Class	Dep.Date	Dep.Airport	Arr.Airport	Dep.Time	Arr.Time	Status
S1	CX989	Q	08JUN	CAN 2	HKG 1	2220	2330	HK 2
S2	CX588	Q	09JUN	HKG 1	FUK 1	1100	1530	HK 2
S3	CX589	Q	10JUN	FUK 1	HKG 1	1640	1915	HK 2
S4	CX9871 OPERATED BY CHU K ONG PASSENGER TR ANSPORT	Y	11JUN	HKG 1	PFT	0800	1000	HK 2

SSR Manage special services / mobility assistance

Passenger	Sector	Service	Status
P1	ALL	DOCS	HK 1
P2	ALL	DOCS	HK 1
P1	ALL	FQTV CX	HK 1
P2	ALL	FQTV CX	HK 1

E-Ticket

Passenger	Sector	E-Ticket Number
P1	S1,S2,S3,S4	160-
P2	S1,S2,S3,S4	160-

2. NDC PNR Cancellation



- 5. The page will pop up a “Booking cancellation” window, click [Confirm booking cancellation](#).
When the flight has been successfully cancelled, the system will show “You have successfully cancelled booking, please submit refund application form via BSPLink”

Booking cancellation

Are you sure you want to cancel following booking?

Passengers

Passenger	Name
P1	MR
P2	MR

Flight(s) selected

Sector	Flight Number	Class	Dep.Date	Dep.Airport	Arr.Airport	Dep.Time	Arr.Time	Status
S1	CX989	Q	08JUN	CAN 2	HKG 1	2220	2330	HK 2
S2	CX588	Q	09JUN	HKG 1	FUK I	1100	1530	HK 2
S3	CX589	Q	10JUN	FUK I	HKG 1	1640	1915	HK 2
S4	CX9871 OPERATED BY CHU KONG PAS SENGER TRANS PORT	Y	11JUN	HKG 1	PFT	0800	1000	HK 2

If you are ready to finalize the booking cancellation, click "Confirm booking cancellation" to proceed.

[Ignore and go back booking details](#) **5** [Confirm booking cancellation](#)

Retrieve booking

Retrieve individual passengers booking information

[Retrieve GDS booking](#) [Retrieve NDC booking / e-ticket](#)

✓ You have successfully cancelled booking, please submit refund application form via BSPLink.

3.1 Add Email Address / Contact Number / FQTV



1. Mouse over Fares & Service Request, click **Retrieve booking**
2. Click **Retrieve NDC booking / e-ticket**
3. Fill in all the mandatory information (Family Name, Given Name, RLOC), click **Retrieve**
4. The page will show the NDC booking record, click the pencil logo on the right
5. Click **+ Add email address / + Add mobile / + Add Frequent flyer information**
6. Click **Submit**

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Retrieve booking

Retrieve booking

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Retrieve GDS booking **Retrieve NDC booking / e-ticket**

FAMILY NAME: C
GIVEN NAME: a
RLOC / E-TICKET NUMBER: 6

Retrieve

Last Retrieved 14:46 31 May Refresh Print Close

Passengers

Passenger	Name	Email	Mobile	Frequent Flyer	Update
P1	C / R	128*****@QQ.COM	****8884	CX1930814726	
P2	C R	122*****@QQ.COM 128*****@QQ.COM	****8884 ****8884	CX1932561666	

Passenger and contact information

Name
CE: t

Email address (optional) max.10 Edit

EMAIL ADDRESS
122*****@QQ.COM

EMAIL ADDRESS
128*****@QQ.COM

+ Add email address

Mobile (optional) max.10 Edit

MOBILE NUMBER
****8884

MOBILE NUMBER
****8884

+ Add mobile

Frequent flyer information (optional)

+ Add frequent flyer number

Cancel **Submit**

3.2 Edit Email Address / Contact Number / FQTV



1. Mouse over Fares & Service Request, click [Retrieve booking](#)
2. Click [Retrieve NDC booking / e-ticket](#)
3. Fill in all the mandatory information (Family Name, Given Name, RLOC), click [Retrieve](#)
4. The page will show the NDC booking record, click the pencil logo on the right
5. Click [Edit](#) and amend the information
6. Click [Submit](#)

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Retrieve GDS booking **Retrieve NDC booking / e-ticket**

FAMILY NAME: C
GIVEN NAME: a
RLOC / E-TICKET NUMBER: 6

Retrieve

6

Last Retrieved 14:46 31 May Refresh Print Close

Passengers

Passenger	Name	Email	Mobile	Frequent Flyer	Update
P1	C / R	128*****@QQ.COM	****8884	CX1930814726	
P2	C / R	122*****@QQ.COM 128*****@QQ.COM	****8884 ****8884	CX1932561666	

Passenger and contact information

EMAIL ADDRESS: 128*****@QQ.COM

+ Add email address

Mobile (optional) max.10

MOBILE NUMBER: ****8884

COUNTRY / REGION: Hong Kong SAR (+852) MOBILE NUMBER: 00000000 Passenger associate (2)

+ Add mobile

Frequent flyer information (optional)

FREQUENT FLYER NUMBER: CX1930814726 SEGMENT ASSOCIATE: S1. CX989 08.JUN CAN 2-HKG 1

Cancel **Submit**

4.1 Add SSR / Disability and Mobility Assistance



1. Mouse over Fares & Service Request, click [Retrieve booking](#)
2. Click [Retrieve NDC booking / e-ticket](#)
3. Fill in all the mandatory information (Family Name, Given Name, RLOC), click [Retrieve](#)
4. Click [Manage special services / mobility assistance](#)
5. A pop-up window will be shown to manage the Special Meal* and Disability Assistance requests for the entire PNR. Click the dropdown list to select the applicable option(s), then click [Submit](#)
6. A message will be returned when the transaction is completed. Please verify the SSR status.

*Orders for special meals should be made **at least 24 hours** before your scheduled flight.

4 Manage special services / mobility assistance

Passenger	Sector	Service	Status
P1	ALL	DOCS	HK 1
P2	ALL	DOCS	HK 1
P1	ALL	FQTV CX	HK 1

Click ⓘ to check the types of Wheelchair and special meal

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1 Retrieve booking
Retrieve booking

Manage special meal / mobility assistance

For passengers who have special request for meal or special assistance, please see our options below.

#	Title	FAMILY/ LAST NAME	GIVEN FIRST AND MIDDLE NAMES	Wheelchair - WCHR ⓘ	CX989 ⓘ	CX588 ⓘ	CX589 ⓘ	⏪
1	MR	C	S	WCHR	VGML	VGML	VGML	
2	MR	C	S	-	Standard mea	Standard mea	Standard mea	

Yes, the passenger has consented to share with Cathay Pacific details which may reveal health conditions or religious beliefs. I can withdraw this consent by managing passenger special request. For detail, please refer to [Cathay Pacific Customer Privacy Policy](#).

[Cancel](#) [Submit](#)

Retrieve booking

Retrieve individual passenger's booking information

Retrieve GDS booking **Retrieve NDC booking / e-ticket** 2

3

FAMILY NAME: c
GIVEN NAME: a
RLOC / E-TICKET NUMBER: 6

[Retrieve](#)

6 Special services / mobility assistance was updated successfully, please find the details & status below.

Manage special services / mobility assistance

Passenger	Sector	Service	Status
P1	S2	VGML CX	HK 1
P1	S3	VGML CX	HK 1

4.2 Edit SSR / Disability and Mobility Assistance



1. Mouse over Fares & Service Request, click [Retrieve booking](#)
2. Click [Retrieve NDC booking / e-ticket](#)
3. Fill in all the mandatory information (Family Name, Given Name, RLOC), click [Retrieve](#)
4. Click [Manage special services / mobility assistance](#)
5. A pop-up window will be shown to manage the Special Meal and Disability Assistance requests for the entire PNR. Click the dropdown list to remove the selected SSR or Special Meal option(s)
6. i) Remove Disability and Mobility Assistance: Select “ - ”
ii) Remove Special Meal Request: Select “[Standard Meal](#)” (For Infant Passenger, please choose “ - ”)
7. Click [Submit](#)
8. A message will be returned when the transaction is completed. Please verify the SSR status.

SSR 4 Manage special services / mobility assistance

Passenger	Sector	Service	Status
P1	ALL	DOCS	HK 1
P2	ALL	DOCS	HK 1
P1	ALL	FQTV CX	HK 1

Manage special meal / mobility assistance

For passengers who have special request for meal or special assistance, please see our options below.

#	Title	FAMILY/ LAST NAME	GIVEN/ FIRST AND MIDDLE NAMES	Wheelchair - WCHR	CX989	CX588	CX589	
1	MR	C	AS	5 -	6 Standard mea	Standard mea	Standard mea	
2	MR	C	SI	-	Standard mea	Standard mea	Standard mea	7

Cancel Submit

✓ Special services / mobility assistance was updated successfully, please find the details & status below. 8

SSR Manage special services / mobility assistance

Passenger	Sector	Service	Status
P1	S1	SPML CX/NOBEEF	NO 1
P1	S2	SPML CX/NOBEEF	HK 1
P1	S3	SPML CX/NOBEEF	HK 1
P1	S4	SPML CX/NOBEEF NO MEAL	NO 1

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Fare enquiry

[Fare enquiry request \(New\)](#)

[Fare enquiry request summary](#)

Service request

[Service request](#)

[Your submitted service requests](#)

Retrieve booking

[Retrieve booking](#)

Retrieve booking

Retrieve individual passenger's booking information

Retrieve GDS booking **Retrieve NDC booking / e-ticket** 3

FAMILY NAME

C

GIVEN NAME

a

RLOC / E-TICKET NUMBER

6

Retrieve

4.3 Reminder: SSR / Disability and Mobility Assistance



1. Orders for special meals should be made at least 24 hours before your scheduled flight.
2. Wheelchair request is unavailable for infant passengers
3. For long Itinerary, please click “<” and “>” to see more flight details

Orders for special meals should be made at least 24 hours before your scheduled flight.

Manage special meal / mobility assistance

For passengers who have special request for meal or special assistance, please see our options below.

#	Title	FAMILY/ LAST NAME	GIVEN/ FIRST AND MIDDLE NAMES	Wheelchair - WCHR ⓘ	CX989 ⓘ	CX588 ⓘ	CX589 ⓘ	> ⓘ
1	MR	AAAA	ADULT	- ⓘ	Standard meal ⓘ	Standard meal ⓘ	Standard meal ⓘ	
-	-	AAAA	BABY ⓘ	- ⓘ	- ⓘ	- ⓘ	- ⓘ	
2	MSTR	BBBB	CHILD	- ⓘ	Standard meal ⓘ	Standard meal ⓘ	Standard meal ⓘ	

Cancel Submit

Frequently Asked Questions



Why am I unable to find the NDC bookings?

Retrieve booking

Retrieve individual passenger's booking information

Retrieve GDS booking **Retrieve NDC booking / e-ticket**

! No record found. Please check and try again.

FAMILY NAME test	GIVEN NAME ab	RLOC / E-TICKET NUMBER 000000	Retrieve
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You are unable to retrieve the NDC booking due to...

- 🚫 Invalid Family Name or Given Name
- 🚫 Invalid ET number. The correct format should be either 160-8890123456 or 1608890123456

Frequently Asked Questions



Why am I only able to retrieve GDS bookings but not NDC bookings after I log into CXAgents?

Retrieve booking

Retrieve individual passenger's booking information

Retrieve GDS booking

Family name

Given name

RLOC / E-Ticket number

Retrieve

Please contact your Cathay Account Manager for the access right

Frequently Asked Questions



Why am I unable to keep retrieving the NDC E-ticket, and it shows “You have reached max. of 5 opened PNRs. Please close the opened PNR and try again.”?

Retrieve booking

Retrieve individual passenger's booking information

Retrieve GDS booking **Retrieve NDC booking / e-ticket**

! You have reached max. of 5 opened PNRs. Please close the opened PNR and try again.

Family name Given name RLOC / E-Ticket number Retrieve

✕ Close all

5Q	160-23	160-23	160-23	160-2
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You have reached the PNR retrieval limit. Please close all or some unnecessary bookings or ET records to continue.

