



Cathay Prime (NDC)

Hong Kong agency trade seminar

Aug 2026

Introducing...

Cathay

powered by NDC

Prime



Technology journey



Member of
IATA Retailing Consortium

v18.1 & v21.3

Current schema version

amadeus

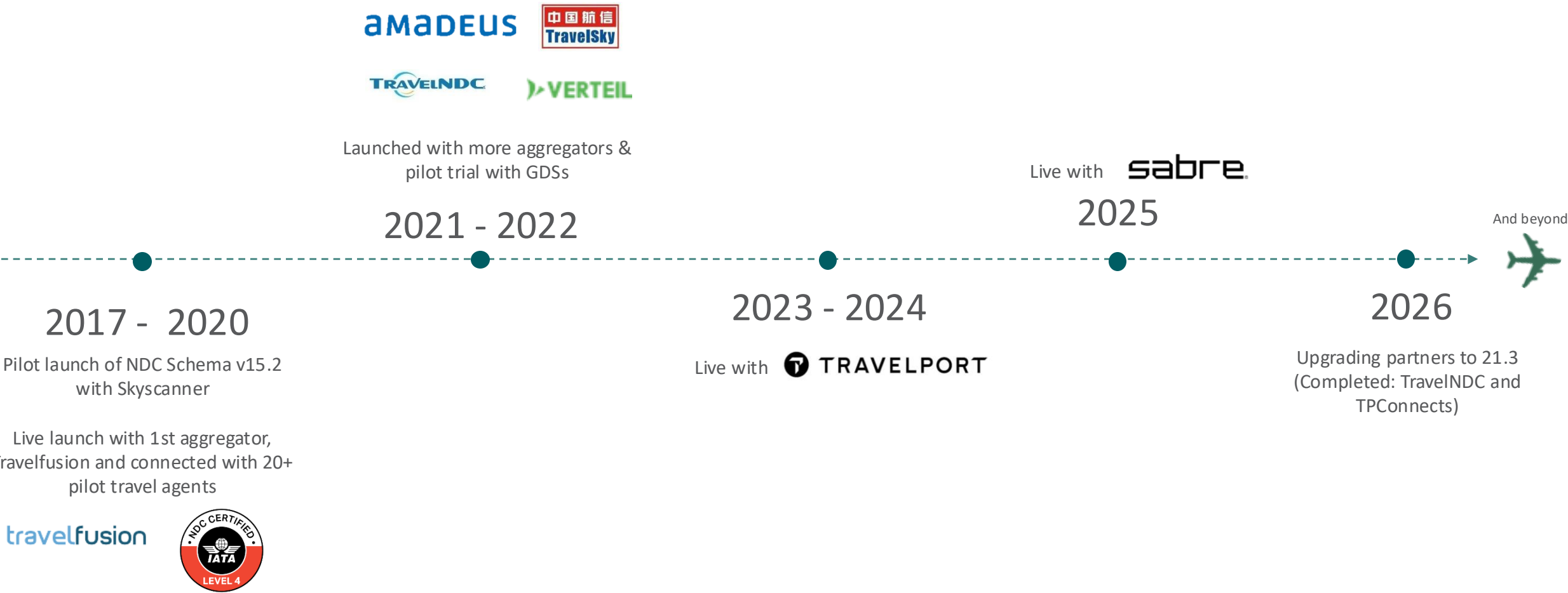
Altea NDC

Cathay Prime (NDC) solution



Who we are

Cathay Prime (NDC) journey



Cathay Prime (NDC) supported capabilities



Offer & order

Flight search

- One-way
- Round-trip
- Open-jaw
- Codeshare
- Interline
- Mix cabin

Order create

- Booking on hold
- Upsell offer
- Fare rules display
- Multiple PTC
(e.g. ADT, CHD, INF, STU)



Servicing

- Void [Sales closure follows HKT next day 00:09]
 - E.g. Tickets issued on 4 Aug after 00:11 HKT have to be void on/before 5 Aug 00:09 HKT
- Refund
- Order split
- Order change notification (OCN)
- Voluntary order change
- Involuntary order change
- Multiple reissuance



Fares

- Published fares
- Private fares*
- Corporate fares*
- Student fare*

*Account code is needed to retrieve these fares, and access depends on fare eligibility. Further details on fare distribution will follow in a later announcement when available.



Ancillaries & Payment

- Free seats
- Chargeable seats
- BSP Cash

The above are capabilities of Cathay Prime (NDC). Each supported function may vary by aggregators. Please reach out to your connected GDS / Aggregators for their supported capabilities.



Cathay Prime (NDC) value proposition



Cathay Prime (NDC) value proposition



01

No surcharge

Cathay will not impose any surcharge on your bookings

02

Enhanced offers via Cathay Prime (NDC)

Access selected fares and personalised offers on Cathay Prime (NDC)*

* Selected fares and personalised offers will be introduced progressively and may vary by market and implementation phase.

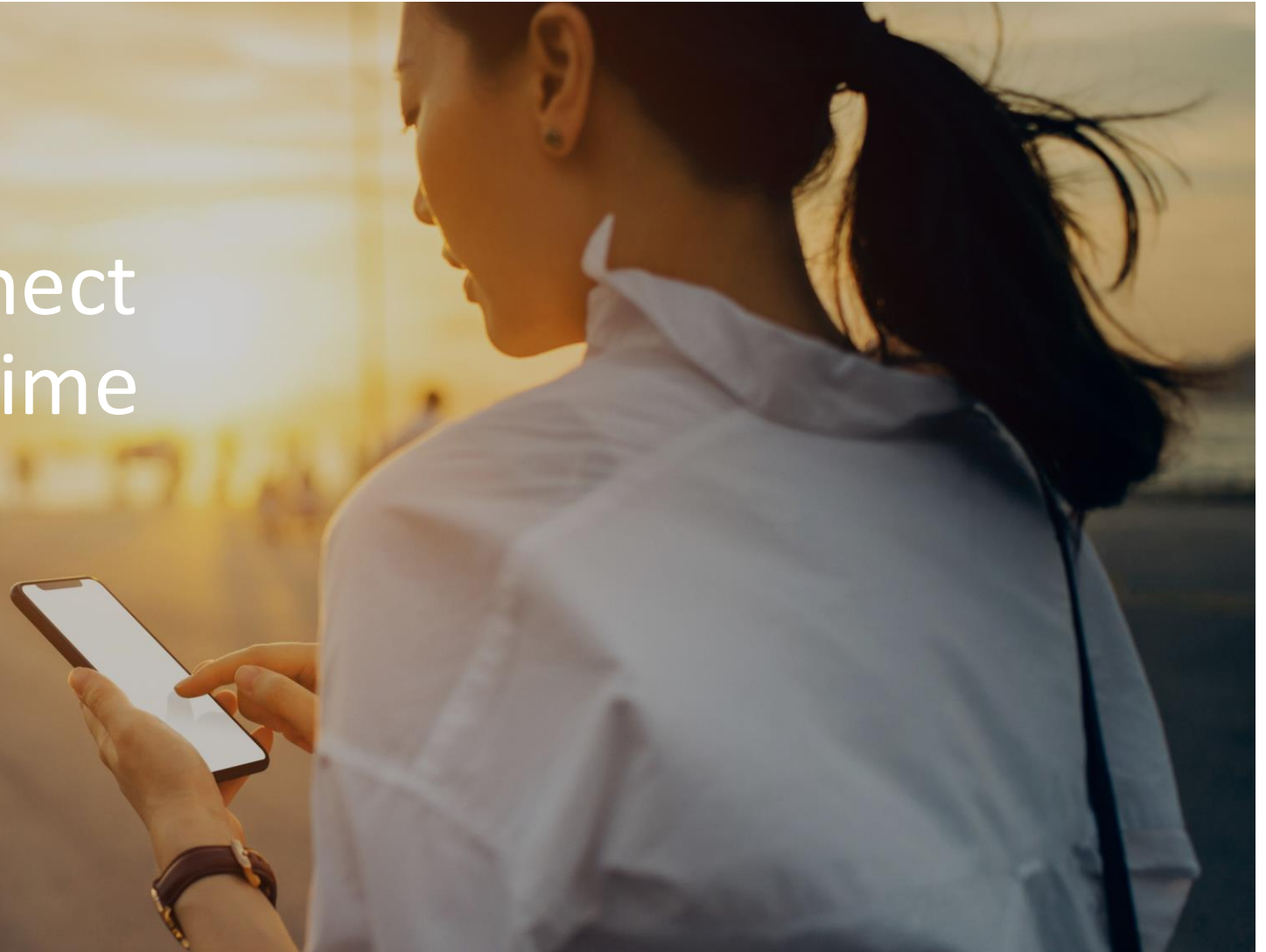
03

Dedicated support for servicing

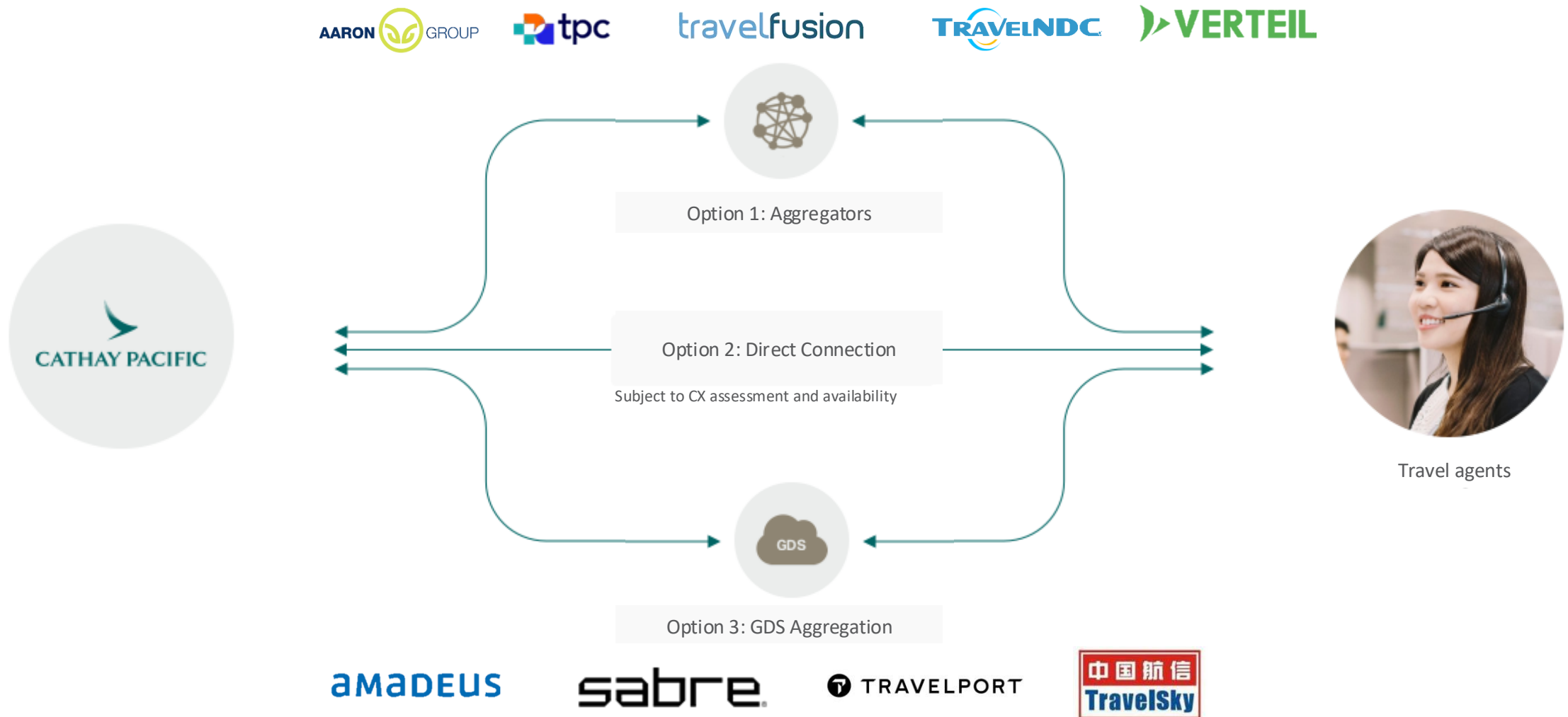
Dedicated servicing platform to assist you to service your NDC bookings effectively for your customers



How to connect to Cathay Prime (NDC)



How to connect – connection methods



Aggregator Capabilities



	Mix cabin search	Booking on hold	Private fare (with account code)	Upsell offer	Void/refund	Reissue/revalidation	Order change notification	Split PNR	Free seat/chargeable Seat	Self-reaccommodation
CATHAY PACIFIC	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
amadeus	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
TRAVELPORT	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
sabre	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
中国航信 TravelSky	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
AARON GROUP	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
tpc*	✓	✓	✓	✓	✓	✓	✓	✗	✓	✗
travelfusion	✓	✓	✓	✓	✓	✓	✓	✗	✓	✗
TRAVELNDC*	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
VERTEIL	✓	✓	✓	✗	✓	✓	✓	✓	✓	✓

Please reach out to the aggregators for their detailed capability list. Capabilities may vary by each aggregator.

* Live on schema v21.3

How to get Cathay Prime (NDC) content



Register with us



Where can I submit my application?

The Cathay Prime (NDC) registration e-application form is now available on CXAgents.com's Cathay Prime (NDC) page. Please note that each IATA number can only submit one Cathay Prime (NDC) registration



Who are eligible to apply for Cathay Prime (NDC) access?

- IATA BSP agencies
- TIDS agencies



How long will it take for me to access Cathay Prime (NDC) content?

Approximately 2-3 weeks (including activation time by your preferred GDS/aggregator)



How can I check the application progress?

Emails will be sent to applicants after submission



Who should I reach out to if I have questions related to onboarding?

Please reach out to your Sales Excellence or Account Manager or ndc_commercial@cathaypacific.com

Registering as a Cathay Prime (NDC) approved agent



01

Log in to CXA with the agency registered account

02

Click [Sign up now](#) if agency has not registered a CXA account before

03

Browse the Cathay Prime (NDC) Overview Page and click [Registration Form](#) or [Registration now](#)

 **CATHAY** Agents

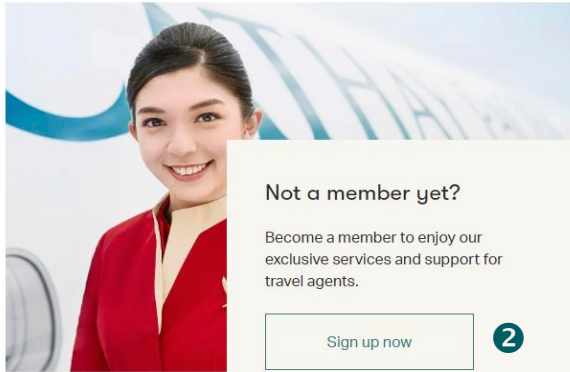
Please sign in to Cathay Agents Account

Welcome to Cathay Agents.

1

[Forgot username / password →](#)

[Sign in](#)



Not a member yet?

Become a member to enjoy our exclusive services and support for travel agents.

[Sign up now](#) **2**

 **CATHAY**

Welcome, HK Testing D 

[News](#) [Fares & Service Request](#) [Group management](#) [Policies and Procedures](#) [Experience](#) [Support](#) [Cathay Prime \(NDC\)](#)

[Overview](#) [News](#) [Registration form](#) **3** [Agency Support](#)

[Frequently Asked Questions](#)

Cathay Prime - New Distribution Capability (NDC)

Cathay Prime (NDC)

Cathay Prime is powered by New Distribution Capability (NDC) which strives to deliver personalized offers as well as revolutionize our customer's shopping experience as a modern retailer. Understand more about our new retail experience journey and how your agency can move beyond with us.

Please note: each IATA number can only submit one Cathay Prime (NDC) registration

[Register now](#) **3**



Registration for different agent accreditation



04

Fill in the agency information according to your IATA accreditation level.

Note: GoLite/TIDS are required to issue NDC tickets via consolidators

TIDS (number starting with 96-)

Cathay Prime (NDC) Registration Form

Please fill in and complete the necessary information.

1 Applicant information — 2 Cathay Prime (NDC) Connection Details — 3 Review

Applicant information

Company name HK Testing D	
IATA / TIDS number 9611111	Check digit 1

Travel agent accreditation ①

- ☒ TIDS
- ☐ GoLite
- ☐ GoStandard
- ☐ GoGlobal

Nature of company business Travel Agent
Active POS Hong Kong SAR

Way of ticket issuing

- ☐ Through own agency IATA (Only applicable for ticketing agent)
- ☒ Through consolidator(s) (Only applicable for sub-agencies)

Name of consolidator(s) CONSOLIDATOR 1	Remove
Name of consolidator(s) CONSOLIDATOR 2	Remove

+ Add another consolidator

Company website (optional)

Continue

GoLite

Cathay Prime (NDC) Registration Form

Please fill in and complete the necessary information.

1 Applicant information — 2 Cathay Prime (NDC) Connection Details — 3 Review

Applicant information

Company name HKTESTHKGD	
IATA / TIDS number 7864732	Check digit 3

Travel agent accreditation ①

- ☐ TIDS
- ☒ GoLite
- ☐ GoStandard
- ☐ GoGlobal

Nature of company business Travel Agent
Active POS Hong Kong SAR

Way of ticket issuing

- ☐ Through own agency IATA (Only applicable for ticketing agent)
- ☒ Through consolidator(s) (Only applicable for sub-agencies)

Name of consolidator(s) CONSOLIDATOR 1	Remove
Name of consolidator(s) CONSOLIDATOR 2	Remove

+ Add another consolidator

Company website (optional)

Continue

GoStandard / GoGlobal

Cathay Prime (NDC) Registration Form

Please fill in and complete the necessary information.

1 Applicant information — 2 Cathay Prime (NDC) Connection Details — 3 Review

Applicant information

Company name HKTESTHKGA	
IATA / TIDS number 3999888	Check digit 8

Travel agent accreditation ①

- ☐ TIDS
- ☐ GoLite
- ☒ GoStandard
- ☐ GoGlobal

Nature of company business Travel Agent
Active POS Hong Kong SAR

Way of ticket issuing

- ☒ Through own agency IATA (Only applicable for ticketing agent)
- ☒ Through consolidator(s) (Only applicable for sub-agencies)

Name of consolidator(s) CONSOLIDATOR 1	Remove
Name of consolidator(s) CONSOLIDATOR 2	Remove

+ Add another consolidator

Company website (optional)

Continue

Registration for TIDS / GoLite agencies



05

Select the **connected partner(s)**.

Cathay Prime (NDC) Registration Form

Please fill in and complete the necessary information.

✓ Applicant information

2 Cathay Prime (NDC) Connection Details

3 Review

Cathay Prime (NDC) Connection Details

Please select your connected aggregator(s).
Note: Certain aggregators may not be available in Cathay Prime (NDC) yet.

☐ Aaron Group
☐ Aggsky
☐ Amadeus GDS
☐ Sabre GDS
☐ TPConnects
☐ Travelfusion
☐ TravelNDC
☐ Travelport GDS
☐ Verteil

Continue

06

Tick the checkbox after reading and **agreeing** the Cathay Prime (NDC) Terms and Conditions. Click **Submit**.

Cathay Prime (NDC) Registration Form

Please fill in and complete the necessary information.

✓ Applicant information

✓ Cathay Prime (NDC) Connection Details

3 Review

Applicant information

Agency name	IATA / TIDS number	Check digit
HK Testing D	9611111	1
IATA accreditation level	Company website	
TIDS	-	
Nature of company business	Active POS	
Travel Agent	Hong Kong SAR	
Way of ticket issuing	Name of consolidator	
Through consolidator(s) (Only applicable for sub-agencies)	CONSOLIDATOR 1, CONSOLIDATOR 2	

Cathay Prime (NDC) Connection Details

Name of aggregator partner
Amadeus GDS

Agreements

☒ I hereby agree to abide and be bound by the Cathay Prime (NDC) Terms and Conditions of Cathay Agents. I understand that the Terms and Conditions include limitations and exclusions on the liability of Cathay Pacific Airways Limited (CPA).

Submit

Registration for GoStandard / GoGlobal agencies



05

Select the **connected partner** and **form of payment (BSP Cash)**. You can select more than one partners.

Cathay Prime (NDC) Registration Form

Please fill in and complete the necessary information.

✓ Applicant information

2 Cathay Prime (NDC) Connection Details

3 Review

Cathay Prime (NDC) Connection Details

Please select your connected aggregator(s).
Note: Certain aggregators may not be available in Cathay Prime (NDC) yet.

☐ Aaron Group
☒ Aggsky
☒ Amadeus GDS
☒ Sabre GDS
☐ TPCconnects
☐ Travelfusion
☐ TravelNDC
☒ Travelport GDS
☐ Vertell

Payment settlement

Preferred settlement method with Cathay

Please note that selecting credit card does not automatically grant you the right to use credit card for settlement. Further assessment will be done to determine the acceptable settlement method in accordance to Cathay's local market's payment policy.

☒ BSP Cash
☐ Credit Card

Continue

06

Tick the checkbox after reading and **agreeing the Cathay Prime (NDC) Terms and Conditions**. Click **Submit**.

Cathay Prime (NDC) Registration Form

Please fill in and complete the necessary information.

✓ Applicant information

✓ Cathay Prime (NDC) Connection Details

3 Review

Applicant information

Agency name HKTESTHKGA	IATA / TIDS number 3999888	Check digit 8
IATA accreditation level GoStandard	Company website -	
Nature of company business Travel Agent	Active POS Hong Kong SAR	
Way of ticket issuing Through consolidator(s) (Only applicable for sub-agencies), Through own agency IATA (Only applicable for ticketing agent)	Name of consolidator CONSOLIDATOR 1, CONSOLIDATOR 2	

Cathay Prime (NDC) Connection Details

Name of aggregator partner
Amadeus GDS, Sabre GDS, Travelport GDS, Aggsky

Payment settlement

Preferred settlement method
BSP Cash

Agreements

☒ I hereby agree to abide and be bound by the [Cathay Prime \(NDC\) Terms and Conditions](#) of Cathay Agents. I understand that the Terms and Conditions include limitations and exclusions on the liability of Cathay Pacific Airways Limited (CPA).

Submit

Registering as a Cathay Prime (NDC) approved agent



Once you submitted your application you will see:

Registration is in progress



Registration for connection Cathay Prime (NDC) via aggregator is being processed
We are currently in the process of evaluating the registration for your agency.
Registration updates will be sent to the applicant and authorized personnel.

Back to home page

07

You should also receive the below email

CATHAY

Dear NPTESTNPGC NPTESTNPGC of NPTESTNPGC,

Cathay Prime (NDC) Registration Status Update - Under Evaluation

Greetings from Cathay Prime (NDC) Commercial Team.

We acknowledge the receipt of your registration and sincerely appreciate your interest in this opportunity.

We are currently in the process of evaluation your registration and the evaluation process is expected to take approximately four to six weeks. We will let you know if there are any updates.

Your patience and understanding are highly appreciated, thank you.

Cathay Pacific Airways Limited

08

If your application is approved

CATHAY

Dear NPTESTNPGA NPTESTNPGA of NPTESTNPGA,

Cathay Prime (NDC) Registration Status Update - Approved

Welcome onboard! You can now access to Cathay Prime (NDC) content.

We are pleased to inform you that your Cathay Prime (NDC) registration has been approved. Your aggregator will activate your access shortly, enabling you to start selling the content.

For further Cathay Prime (NDC) updates and servicing support, please log in to [Cathay Agents](#).

Should you have any questions, please reach out to your account manager or email ndc_commercial@cathaypacific.com, thank you.

Cathay Pacific Airways Limited

If your application is rejected

CATHAY

Dear NPTESTNPGD NPTESTNPGD of NPTESTNPGD,

Cathay Prime (NDC) Registration Status Update - Declined

We sincerely appreciate your registration of Cathay Prime (NDC) via aggregator. After careful evaluation, we regret to inform you that your registration has not been successful this time.

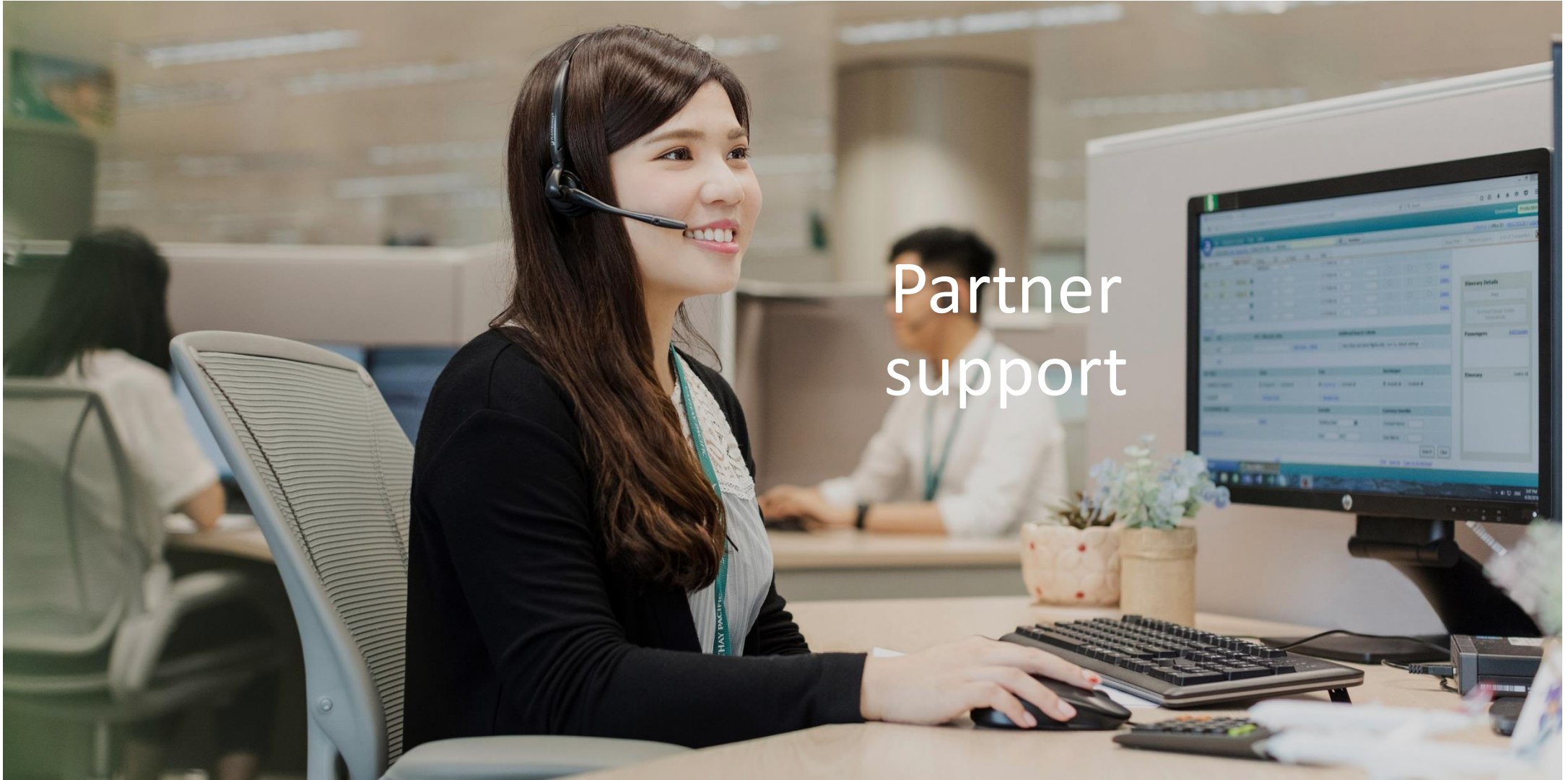
Reason: Please select only the connected aggregator or GDS partners.

We encourage you to explore other opportunities that may arise in the future, as our business needs and requirements may evolve over time.

Should you have any questions, please reach out to your account manager or email ndc_commercial@cathaypacific.com, thank you.

Cathay Pacific Airways Limited

Reason for rejection will be shown here →



Technical support



If you found technical issues when creating your booking

01

Approach your chosen
GDS or Aggregator
to raise your issue

02

Your aggregator will determine if the
issue arises from their platform or from
Cathay

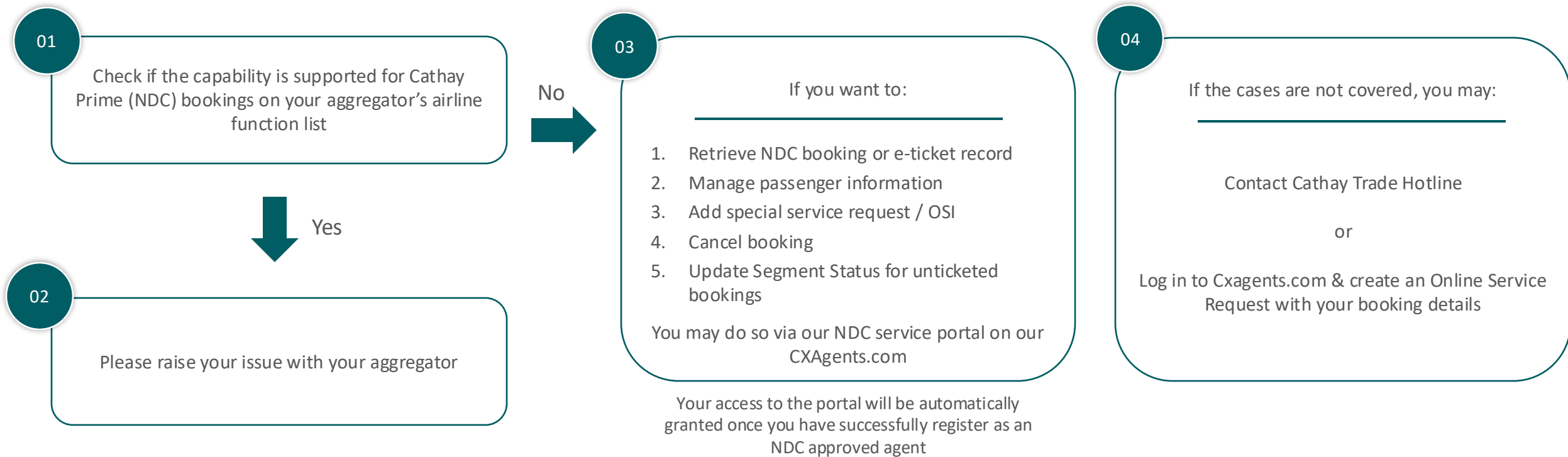
03

If the issue arises from Cathay, your
aggregator will handle the issue with us
on your behalf

Servicing support



If you have issued the ticket and could not perform certain servicing scenarios



The NDC Service Portal user guide is now available on Cathay Agents.

NDC Service Portal user guide



01

Log in to CXA with the agency registered account



Please sign in to Cathay Agents Account

Welcome to Cathay Agents.

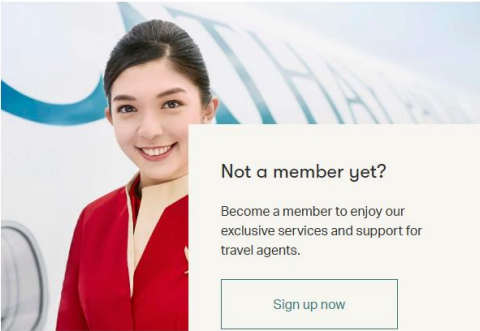
Username or Email

1

Password

Sign in

Forgot username / password →



Not a member yet?

Become a member to enjoy our exclusive services and support for travel agents.

Sign up now

02

Mouse over **Cathay Prime (NDC)** on the top and select **Agency Support**

News	Fares & Service Request	Group management	Policies and Procedures	Experience	Support	Cathay Prime (NDC)	
Overview	News			Agency Support	2	Frequently Asked Questions	

03

Select **User Guide and References** and download the NDC Service Portal user guide

User Guide and References

Agency Support

Technical Support

User Guide and References

3



Cathay Agents NDC service portal

Guidelines and examples

CXA NDC Service Portal_2026_June_EN_v1

Size

File type

Resolution

1.3 MB

pdf

-

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Self-service options through Cathay Agents



Login to your Cathay Agents account to retrieve and manage your NDC bookings

CATHAY

Welcome, HK

News

Fares & Service Request

Group management

Policies and Procedures

Experience

Support

Cathay NDC

Cathay Prime (NDC)

Fares

Fare enquiry

Service request

Retrieve booking

Fare sheet summary

Fare enquiry request (New)

Service request

Retrieve booking

Fare enquiry request summary

Your submitted service requests

Retrieve booking

Retrieve individual passenger's booking information

Retrieve GDS booking

Retrieve NDC booking / e-ticket

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

Family name

Given name

RLOC / E-Ticket number

Retrieve

