

Q&A for 2026 Hong Kong Cathay Prime (NDC) Trade Seminar

The below Q&As are specific to Cathay. For further details, please contact your preferred GDS or aggregator.

Please note: content presented serves reference and informational purposes only, and may be revised at any time without advance notification.

Scope	Question	Answer
Capability	Does the ticketing deadline for NDC bookings follow the EDIFACT booking deadline?	Yes, NDC ticketing deadline is the same as EDIFACT.
Capability	Does Cathay Prime (NDC) support reissuance for partially used tickets?	Yes, partially used tickets reissuance is supported.
Capability	Does Cathay Prime (NDC) support mixed branded fares?	Yes, mixed branded fare is supported but subject to GDS/aggregator's configuration.
Capability	Does Cathay Prime (NDC) support infant fares?	Yes, infant fares are supported.
Capability	Does Cathay Prime (NDC) support partial segment ticketing?	No, partial segment ticketing is not supported.
Capability	Does Cathay Prime (NDC) support waitlisted segments?	No, waitlisted segment is not supported.
Capability	Does Cathay Prime (NDC) support stopover?	Yes, stopover is supported.
Capability	Does Cathay Prime (NDC) support mixed cabin bookings (e.g., Economy combined with Business Class)?	Yes, mixed cabin bookings is supported.
Capability	Does Cathay Prime (NDC) support only pure Cathay Pacific (CX) flights, or does it also support interline itineraries (e.g., CX + AA)?	Yes, both CX-only and CX-interline itineraries are supported.
Capability	Does Cathay Prime (NDC) support the split PNR function after order creation?	Yes, split PNR function is supported but depend on GDS/Aggregators' capabilities. Please refer to the detailed aggregator list on Cathay Agents or reach out to your connected GDS/aggregator for more details.
Capability	Does Cathay Prime (NDC) support involuntary refunds or reissues, or is it necessary to contact Cathay Pacific directly for involuntary changes?	Yes, self-reaccommodation is supported for Involuntary rebook with 1 free change but it is subject to GDS/aggregator's capability. However, it does not support involuntary refund. For involuntary refunds, please submit RA via BSPLink.
Capability	Are there NDC fares with a point of sale outside Hong Kong, such as LHR/HKG/LHR (i.e., SOTO fares)?	Yes, SOTO fare is supported.
Capability	Does Cathay Prime (NDC) booking support partial ticketing, void or refund for selected passengers in a multi-passenger PNR?	No, PNR must be split before taking further action.
Capability	Can Cathay Prime (NDC) be combined with another airline EDIFACT bookings in the same PNR? For example, Cathay Prime (NDC) booking HKG/LON/HKG with other airline's EDIFACT booking LON/BCN/LON e-ticket?	No, mixing of other airline's EDIFACT bookings is not supported.
Capability	Can an infant ticket be added after the booking has been created?	Unticketed booking: Please cancel the original unticketed booking and create a new booking including an infant. Ticketed booking: Please contact CX Trade Hotline for infant ticket issuance.
Capability	For a booking with four segments (HKG–LON–BCN–LON–HKG), if the client wishes to amend the BCN–LON sector with a stopover after the booking has been made in Cathay Prime (NDC), is this modification supported?	Yes, by changing BCN-LON-HKG sectors and subject to fare rules.
Capability	What is the procedure for reissuing a ticket when the original ticket was issued through the GDS console?	It is subject to GDS/Aggregator's capability. Please reach out to your GDS/aggregator for more details.
Capability	How can a booking be queued to the issuing agent for ticket issuance?	It is subject to GDS/Aggregator's capability. Please reach out to your GDS/aggregator for more details.
Capability	What is the NDC fare guarantee period on Cathay Prime (NDC)?	NDC fares are guaranteed within the same day. If fare is expired, please reprice before ticket issuance.
Capability	What are the accepted forms of payment (FOP) for NDC fares?	Cathay Prime (NDC) only accepts BSP Cash in Hong Kong market.
Capability	How should the Bcode be entered into an NDC booking and ticket?	At the initial rollout stage, Cathay Prime (NDC) focuses on the leisure travel segments. While selected corporate fares can be made available through the NDC channel through specific filing, we are continuing to test and enhance the end-to-end booking and servicing experience for our corporate customers and Travel Management Agencies. Further details will be announced when available.
Capability	For destinations requiring passport details, is it possible to create the booking first and provide the passport information at the ticketing stage?	If there is flight security indicator, e.g US flight, DOCS information must be updated prior to ticket issuance. To add in post ticketing flow, it is subject to GDS/Aggregator capability.
Capability	If the passport information entered is incorrect, can it be amended after the booking has been created?	For passport information modification (i.e add or delete), it is subject to NDC schema and GDS/Aggregator capability. Please reach out to your GDS/aggregator for more details.
Onboarding	Can non-IATA agents register for Cathay Prime (NDC)?	Yes, all IATA agents and TIDS agents are welcomed to register for Cathay Prime (NDC).
Onboarding	Can any users on Cathay Agents submit the Cathay Prime (NDC) registration, or is it restricted to an agent's Admin user?	Any users can submit Cathay Prime (NDC) registration form. Please note that Cathay Prime (NDC) registration is per IATA and therefore would only require one registration per IATA number.
Onboarding	Is only one person permitted to register per IATA? What if an additional colleague wishes to register?	Cathay Prime (NDC) registration is per IATA and therefore would only need one registration per IATA number. Thank you.
Onboarding	For Cathay Pacific interline partners, is it necessary to apply for other airlines' NDC separately?	No, it is not necessary to apply for other airlines' NDC.
Onboarding	What is the official launch date for Cathay Prime (NDC)?	The NDC launch has planned at the end of September 2026. Cathay will share more launch details on https://www.cxagents.com/ta/en_HK/ndc.html .
Onboarding	How can a consolidator's name be added from the profile?	Agency can submit an update request by adding consolidators, aggregator/GDS and form of payment on the Cathay Agents profile.
Onboarding	What are the reasons for registration rejection?	Rejection reasons may include inputting wrong IATA number or agency accreditation level. The reason for rejection will be mentioned in the rejection email. Please resubmit with the accurate agency and connection information accordingly.
Onboarding	If an agency has multiple IATAs and connects one to Cathay Prime via an aggregator, must users log in to Cathay Agents under that specific IATA's account to manage NDC bookings? What if the user is already registered under a different IATA?	Each Cathay Agents account can only be linked to one IATA number and is used to manage bookings created under that specific IATA. To view or manage a booking, users are required to sign in to the Cathay Agents account associated with the same IATA number under which the booking was originally made.
Onboarding	If an agent has more than one IATA location, is Cathay Prime (NDC) registration required for each location?	Yes, please register Cathay Prime (NDC) for each IATA number with the associated location individually.
Servicing	Can specific passengers be selected for a refund application?	Yes, passenger can be split from a PNR to proceed refund.
Servicing	Is it necessary to contact the operating airline to reconfirm the booking for codeshare flights?	No, it is not necessary.
Servicing	Is there a dedicated email address or hotline for Cathay Prime (NDC) enquiries?	Currently, Cathay does not offer dedicated email or hotline for Cathay Prime (NDC) enquiries. However, there are several channels to support NDC servicing requests. For technical-related enquiries, please approach your aggregator partner(s). For post-ticket servicing requests, please log in to Cathay Agents Service Portal to manage the bookings. For other service handling requests, please contact the local trade hotline in your market or raise an Online Service Request. Please contact the general hotline during non-office hours.
Servicing	If reissuance cannot be completed via the GDS/aggregator, can I use the NDC Service Portal for reissuance, particularly when synchronisation issues occur?	No, NDC Service Portal does not support reissuance. Please reach out to the GDS/aggregator if you encounter any technical issues.
Servicing	If a client wishes to change the return date but the booking cannot be reshopped, how can I rebook the return segment?	Please reach out to the GDS/aggregator if you encounter any technical issues.
Servicing	Regarding involuntary change/refund cases under the Typhoon Waiver policy for NDC bookings: 1. How should involuntary changes or refunds be processed under the Typhoon Waiver policy? 2. Will the change fee be automatically waived for eligible rebookings? 3. Will the refund fee be automatically waived for eligible refund requests, or is manual handling required?	NDC supports Self-Reaccommodation, enabling involuntary rebooking with one free change via the NDC channel in the event of flight disruptions, subject to the capabilities of the respective GDS or aggregator. For involuntary rebooking or involuntary refunds, where Cathay Pacific has issued a Special Ticketing Guideline, NDC supports dynamic waiver handling. Applicable rebooking fees or refund penalties will be automatically waived. If no Special Ticketing Guideline has been issued by Cathay Pacific, involuntary refund requests resulting from flight disruptions should be submitted via BSPLink Refund Application (RA) to request a refund penalty waiver, where applicable.