HOW TO ACCESS THE SALES REPORT ON THE NDC PORTAL

Update: March 2026

Tickets and Coupons Reports

IMPORTANT CONSIDERATIONS:

We have centralized and improved access to key information through two sales reports:

- Ticket report.
- Coupon report (with details by segment and status).

You can now view all information directly on screen, without needing to download files beforehand.

To simplify your search, we implemented specific filters that let you refine your query:

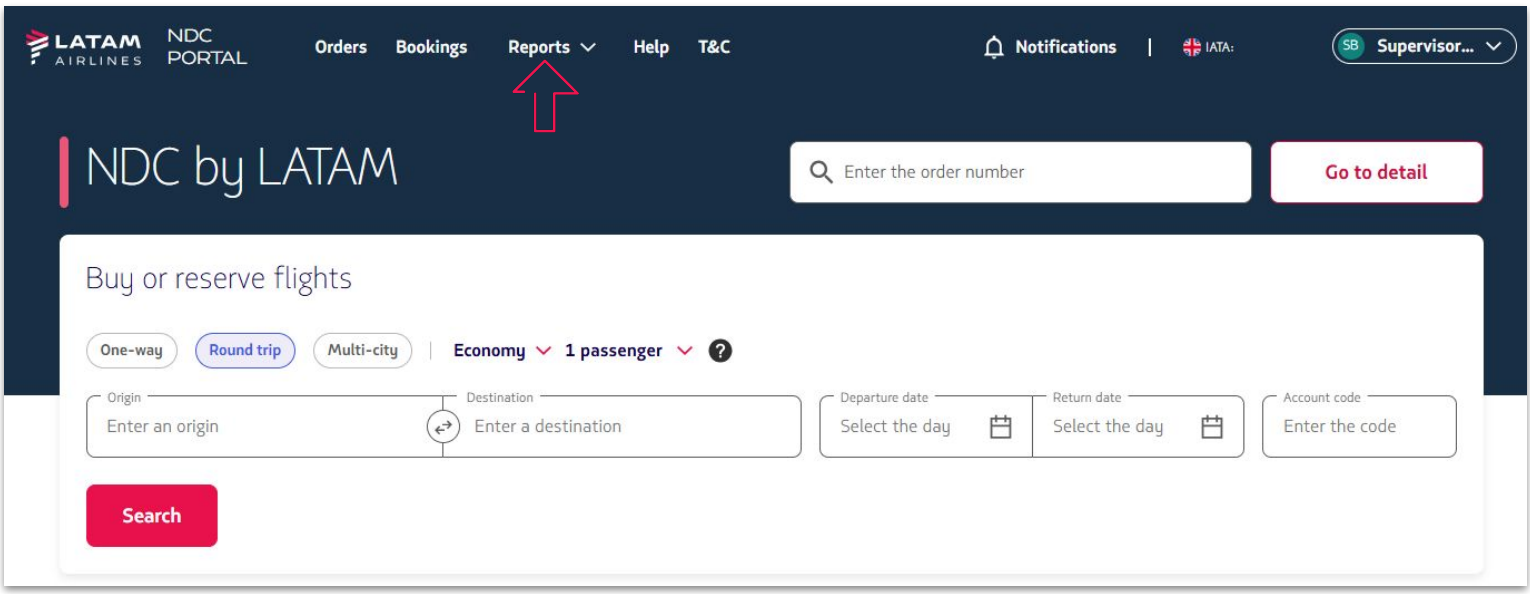
- Order number, ticket number, or PNR.
- IATA code.
- Flight departure date.
- “My tickets” (available in the ticket report).
- “My coupons” (available in the coupon report).

Agencies operating under the business unit and branch model will have the additional option to filter by a specific business unit or branch.

The option to download reports in the usual format remains available, with the advantage that the file will reflect the filters previously applied in the portal.

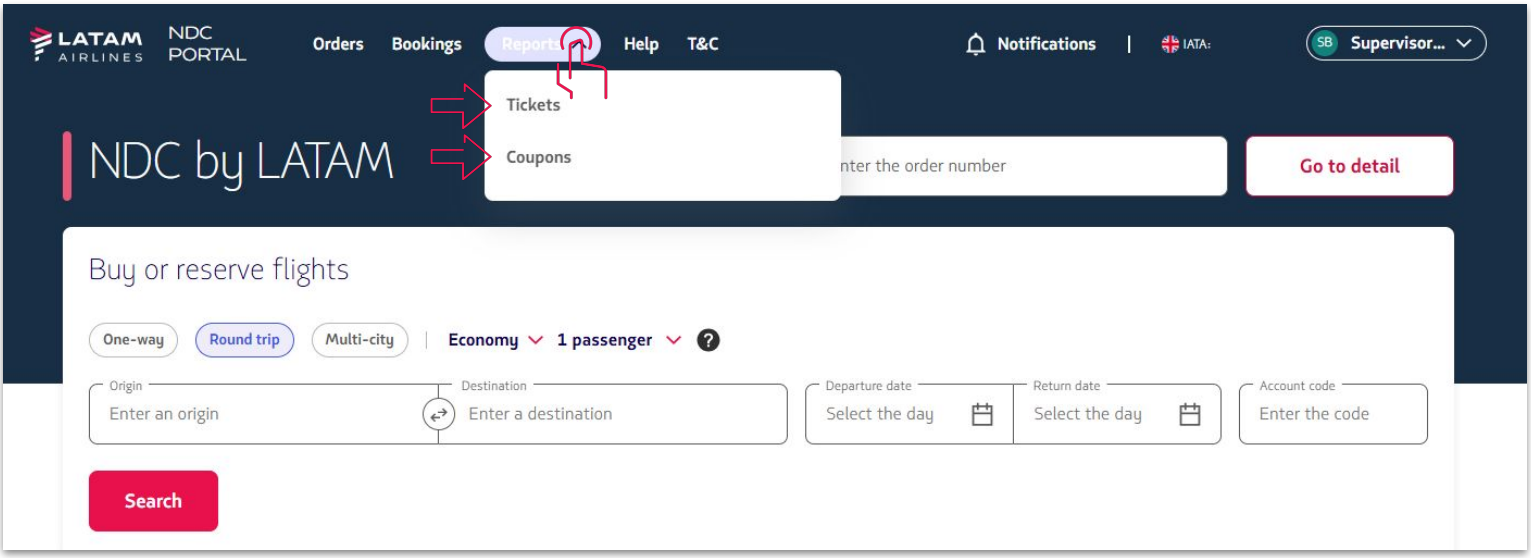
The profiles that are allowed to manage reports are:
General administrator, Supervisor, Issuing Agent, Financial Agent, and Issuing agent with card.

After logging in on the home page, click the “Reports” option.



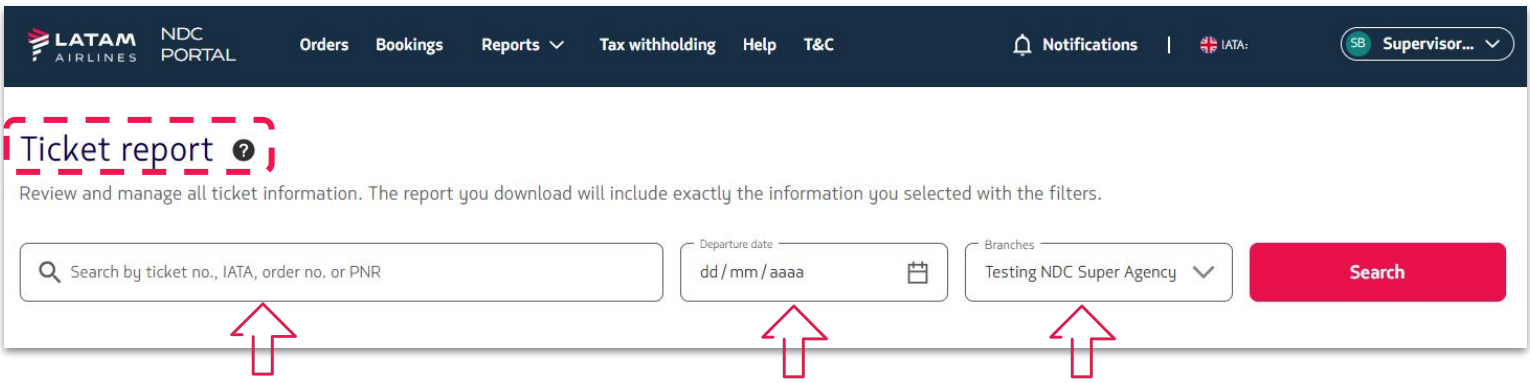
2. When you select the "Reports" option, you will have two main reports:

- Ticket report.
- Coupon report (with details by segment and status).



3. When selecting the Report > Tickets menu, you will have filter options to perform a search.

The search can be done by: ticket number, IATA, purchase number or PNR, departure date, and sub-agencies.

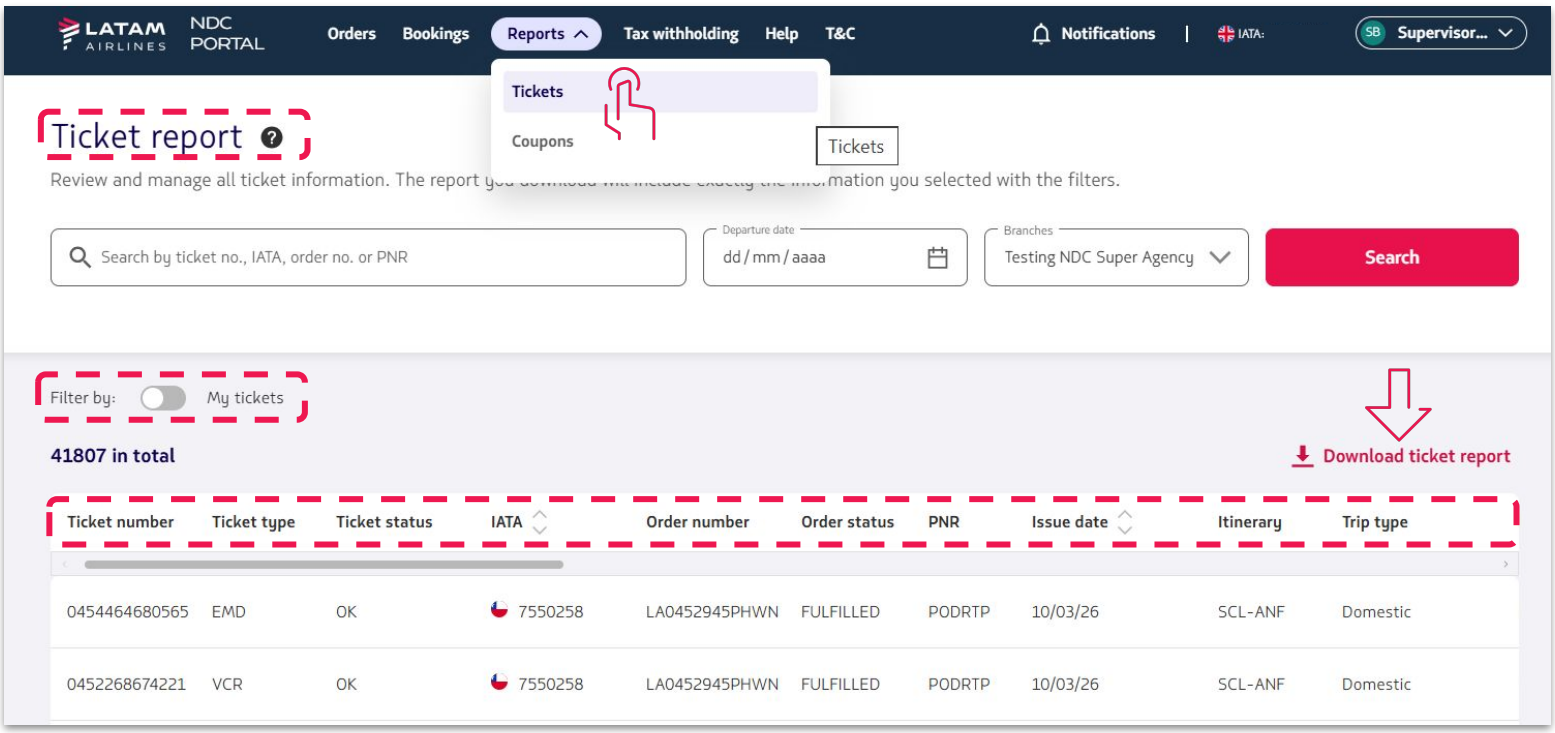


4. In Reports > Tickets, a list of tickets will be displayed on screen with the following information:

- Ticket number, ticket type, ticket status, IATA, purchase number, purchase status, PNR, issue date, itinerary, trip type, issuing plate, departure date, arrival date, passengers, order creator's email, sales channel, payment method, payment identifier (the last 4 digits of the credit card), authorization code, ticket subtotal (base fare amount without taxes), total taxes, total ticket amount, and reissue penalty.

To view all options, scroll horizontally to access all the items mentioned.

It's also possible to filter by "My tickets": enable this option so the filter shows only your own issuances.



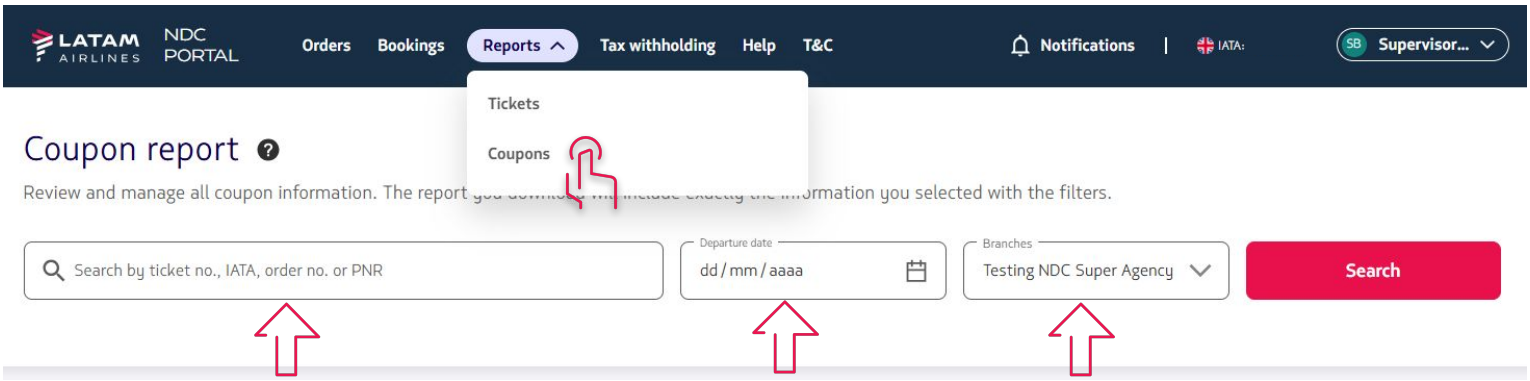
When you click an order with more than one segment and go to the Passengers option (when there is more than one passenger), a screen will open showing the details according to the selected option.

It will be possible to download a file by clicking the "Download ticket report" option, with the selected information, to facilitate management and verification.

5. When selecting the Reports > Coupons menu, you will have filter options to perform a search.

The search can be done by:

- Ticket number, IATA, purchase number or PNR, departure date, and sub-agencies.

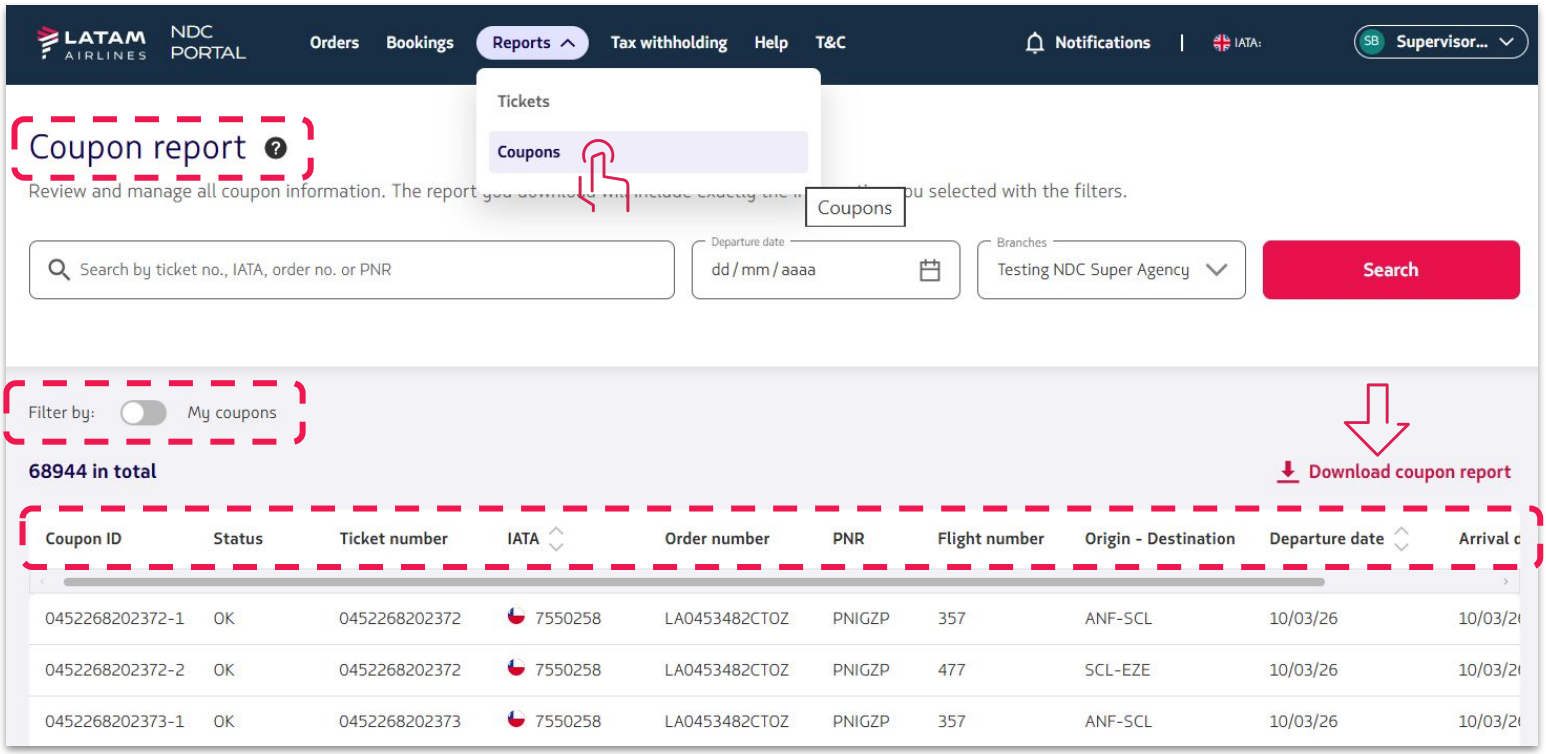


6. In Reports > Coupons, the screen will display the tickets and the following coupon-related information:

- Coupon ID, status, ticket number, IATA, purchase number, PNR, flight number, origin-destination, departure date, and arrival date.

To view all options, scroll to access all the items listed above.

It's also possible to filter by "My tickets": toggle this option so the filter shows only your own issuances.



It will also be possible to download the file by clicking the "Download coupon report" option with the selected information, to facilitate management and verification.

Report query process successfully completed!

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