



NEW SALES RECEIPT AND ITS HISTORY - NDC PORTAL

UPDATE: APRIL 2026

NEW SALES RECEIPT

The new CUV (Purchase Receipt) makes it possible to view, in a clear and structured way, all relevant information about flights, tickets, and transactions associated with the passenger.

IMPORTANT CONSIDERATIONS:

This new version includes new sections aimed at:

General information (detailed): Clear view by PNR, order number, agency details, passenger identification, and the latest available ticket.

- **Itinerary details:** Full information on flights, routes, dates, times, base fare, and cabin.
- **Ancillaries (additional services):** Breakdown of additional services (seats and baggage), linked directly to each booking, with their respective ticket numbers.
- **Transparency in changes (Exchange/Reissue):**
 - Comparison between the original fare and the new fare;
 - Detailed breakdown of fees, taxes, and change penalties.
 - **Note:** when a previous ticket is used as a form of payment, the CUV will show the net balance effectively paid by the passenger.
- **Payment for ancillaries in Exchange:** Shows the tax information and the payment method for ancillaries purchased outside the selected fare.
- **Additional information:** Inclusion of terms and conditions per file and details of the operating airlines for each segment.

1. To view the **new payment receipt**, select the options below:

To view the new sales receipt, follow the steps below:

- In **“Purchase details”**.
- In the left-side menu, click **“Payments”**.
- Select **“Payment receipts”**.
- The most recent sales receipt will be displayed, along with previous receipts, allowing you to view the complete history of payment receipts.

Important:

To ensure a smooth transition, the previous version will also be kept available for an additional period.

2. CUV (Sales Receipt) Format by Passenger

Each passenger has a sectioned view:

- General coupon information and passenger details.

		LATAM Airlines Group 59-2605885 6500 NW 22nd St Miami, FL 33122		
Reservation code	KVLBJ	Order no.	LA745236452467	
Issue date	17-07-23	Agency	91502445	
Passenger name	Passenger type	Document type	ID document	Ticket number
Jorge Arturo Garcia Silva	Adulto	RUT	25.350.999-7	5442141875684
Jorge Arturo Garcia Silva	Adulto	RUT	25.350.999-7	5442141875684

The ticket number displayed always corresponds to the **most recent ticket (issued or reissued)**.

3. Itinerary details

Itinerary

Flight no.	Origin	Destination	Departure	Arrival	Base fare	Brand	Cabin
LA800	GRU	SCL	15-08-23, 09:15	15-08-23, 13:25	MLERYWOF	Premium Economy	Premium Economy Full
LA530	SCL	GRU	16-08-23, 14:30	16-08-23, 20:35	MLERYWOF	Premium Economy	Premium Economy Full

In this section, the last selected destination will always be displayed (it may change in case of rebooking).

4. Service details

Service details

Flight no.	Origin	Destination	Concept	Ticket
LA800	GRU	SCL	Seat 28A	5442217794312
LA530	SCL	LIM	Seat 35C	5442217794313

Shows extra services purchased (ex: seats and bags).

5. Flight payment details (Rebooking)

This section shows exclusively the information corresponding to the payment of the ticket associated with the reissue.

Displayed content

Payment method

- Tax information.
- Items associated with the ticket:
 - Original fare;
 - New fare;
 - Fees and taxes (original vs. new) – may vary by POS and local settings;
 - Subtotal of fees and taxes;
 - Change fee (if applicable).

Attention

- If the rebooking used a ticket as the payment method, only the amounts effectively paid by the passenger will be shown (without offsets/discounts/previous tickets).
- For rebookings on tickets that have already been rebooked, the “original fare” considered is that of the **last ticket issued**, not the initial ticket.

Payment details

Type	Concept	Amount
Flights	Original fare	\$789.00
Credit / debit card XXXXXXXXXXXX8567	New fare	\$925.00
Authorization code 6678	Fees and taxes Taxes from the original and the new reservation. The fees and taxes subtotal shows only the amount to pay for the taxes on the new reservation.	PE: \$142.02 DY: \$15 HW: \$30.86 JD3: \$18.55 QV3: \$4.3 OG: \$0.72 PE: \$24.48
Tax information XXXXXXXXXXXX8567	Fees and taxes subtotal	\$24.48
Ancillaries fare breakdown ZAL LA X/SCL LA LIM M120.00LA X/SCL LA ZAL M120.00NUC240.00END ROE1.00	Change fee	\$330
	Total fare change	\$160.48
	Total paid	\$490.48

6. Additional payments (ancillaries in rebooking)

For each ancillary, the following will be displayed:

- Payment method;
- Tax information;
- Ancillary description;
- Quantity or applied charge;
- Itemized amount per item:
 - Fare;
 - Fees and/or taxes;
 - Subtotal of fees and taxes.

Result

Total paid for ancillaries.

Additional payments

Type	Concept	Units	Amount		
Credit / debit card XXXXXXXXXXXXX8567 <hr/> Authorization code 6678 <hr/> Tax information XXXXXXXXXXXXX8567 <hr/> Ancillaries fare breakdown ZAL LA X/SCL LA LIM M120.00LA X/SCL LA ZAL M120.00NUC240.00END ROE1.00	Seat	15	Fare	\$15.99	
			Fees and taxes	PE: \$1.00	
			Total		\$16.99
			Total paid		\$16.99
Credit / debit card XXXXXXXXXXXXX8567 <hr/> Authorization code 6678 <hr/> Tax information XXXXXXXXXXXXX8567 <hr/> Ancillaries fare breakdown ZAL LA X/SCL LA LIM M120.00LA X/SCL LA ZAL M120.00NUC240.00END ROE1.00	Seat	4	Fare	\$95.96	
			Fees and taxes	PE: \$1.00	
			Total		\$96.96
			Total paid		\$96.96
Total paid			\$41.98		

Airline company details

Shows details of who operates each flight.

Airlines

Flight number	Operated by
LA2468	LATAM Airlines (LA)
LA8014	LATAM Airlines (LA)



Terms and conditions

Section that shows the terms and conditions of the purchase.
This information is general for each file.

Terms and conditions

Your ticket conditions according to the fares paid

The purchased ticket may include flights with different fares, whose regulations may vary.

If it includes international flights and you need to make a change or request a ticket refund, we recommend reviewing the specific fare regulations in the Changes and Refunds sections below.

If you wish to change or refund a ticket with flights within Chile, Peru, Colombia, Ecuador or Brazil and it includes more than one fare, you must consider the conditions of each one.

Below you will find the regulations associated with your travel fare.

If you have questions, visit the LATAM website for your country or contact the Contact Center.

Changes

Review the main conditions for making changes according to your itinerary.

If the trip has not yet started and you wish to make a change, the flight fares offered will be those available at the time of the change and the trip must comply with all the conditions of these new fares.

If the original fare allows changes and at the time of making the change it is no longer available or does not comply with the original regulations, you may access a new fare by paying the difference.

Premium economy standard

- This fare allows changes with a charge of **{Monto con moneda}**.
- The charge will be calculated for each passenger in the order.
- The ticket change will apply to all passengers in the order.

Refunds

Review below the main conditions for refunds according to your itinerary

Although the ticket does not allow a refund, you are entitled to a refund of boarding fees and taxes if you do not travel on the scheduled date. The refund percentage corresponds to the value of the net fare excluding taxes and boarding fees.

Refunds for purchases made through LATAM NDC will be returned to the original form of payment used.

Premium economy standard

- This fare doesn't allow for a refund of the ticket value.
- A 100% refund of the boarding fees can always be requested.

Baggage

Baggage permitted according to the fare(s)

Premium economy standard

- **Small personal item:** May be a purse, a laptop bag or a diaper bag.
- **Small bag:** Baggage with a maximum weight of 16 kg.
- **Checked baggage:** Checked baggage with a maximum weight of 23 kg.

- Keep in mind that if the small bag does not meet these requirements, it will be held and sent to the aircraft hold, including at the boarding gate, and may be subject to charges according to the baggage terms and conditions.
- One small personal item (purse, laptop bag or diaper bag), which must be placed under the seat in front, except in the first row and emergency exit rows.
- Infant passengers (0-2 years) do not have checked baggage included.

Valuable items

In the transportation of baggage, LATAM does not assume responsibility beyond the limits established by law for the loss, damage or delay of fragile and/or high-value items, whether commercial or personal (e.g., jewelry, electronic devices, etc.). It is recommended to carry these items as a small bag so you can always keep them in your custody.

Items not allowed

Notice regarding dangerous goods: The transportation of certain dangerous goods, such as aerosols, fireworks and flammable liquids, onboard the aircraft is prohibited. If you do not understand these restrictions, we suggest getting information through the sales channels or directly on the LATAM website for your country.

- Prohibited items in both checked baggage and small bag (dangerous goods): check the LATAM website for your country.
- Prohibited in small bag: check the LATAM website for your country.

Extra baggage

Cabin baggage (carried in the passenger cabin)

- The maximum weight is 12 kg (26 lb) if you travel in Economy cabin and 16 kg (35 lb) if you travel in Premium Economy or Premium Business cabin. This baggage must be placed in the overhead bins, and the maximum allowed dimensions are 55 cm x 35 cm x 25 cm (length, height and width), including pockets, wheels and handle. Some fares include cabin baggage. Check the details to see if it applies.
- Infants under 2 years of age are entitled to bring one (1) small bag under the same conditions described above.
- Note that if there is not enough space in the cabin, the small bag will be sent to the aircraft hold at no cost, provided that the fare allows the small bag to be carried free of charge or it has been purchased as an add-on. However, if the small bag exceeds the allowed quantity, size or weight, you may send it to the aircraft hold for an additional fee. If you choose not to do so, the baggage will not be loaded onto the flight and no responsibility will be assumed for its custody.
- If the small bag is sent to the aircraft hold for any of the reasons described above, there will be no right to a refund of the payment for the small bag. For security reasons, we recommend removing valuable items from any baggage that is sent to the hold. We suggest reviewing the terms and conditions on the LATAM website for your country.
- All fares allow you to bring, at no cost, a small personal item (purse, laptop bag or baby bag) in the Economy cabin, with maximum dimensions of 45 cm x 35 cm x 20 cm (length, height and width). It must be placed under the seat in front of your own, except in the first row and in emergency exit rows (where it may be placed in the overhead bins).
- All baggage is subject to inspection by the relevant authorities.

Checked baggage (carried in the aircraft hold):

As your itinerary includes a segment operated by LATAM Airlines, we invite you to review the airline's baggage policy in the "Help center" section on the LATAM website for your country.

- If you need to bring more baggage than allowed (additional baggage, overweight and/or oversized baggage), we recommend checking the excess baggage fees in the "Help center" section on the LATAM website for your country.
- If you are traveling with special baggage (sports, musical and audiovisual items), we recommend checking the transport requirements and costs in the "Help center" section on the LATAM website for your country.

For additional information about cabin baggage, checked baggage, restricted items and excess baggage, check the LATAM website for your country.

Flights operated by another airline:

When your trip includes multiple airlines or a codeshare flight between LATAM and other airlines, the allowed baggage amount is determined by the Most Significant Carrier (MSC) rule.

