Purchase Order Audit

Update: October 2025

Purchase Order Audit

The Order Audit logs actions performed within NDC (via API or Portal). With this feature, you can view the responsible agent, as well as the date and time the action was taken, ensuring visibility and control in order management.

IMPORTANT CONSIDERATIONS:

- The Order Audit functionality is available only for issued orders.
- Only actions executed within NDC (via API or Portal) are displayed.
- Actions are organized by the name of the agent who performed the action and chronologically within each agent's activities.
- Records can be filtered by agent and by action type.
- It is not possible to download these records as a report.
- Actions performed via the API are associated with each application's unique robotic user.

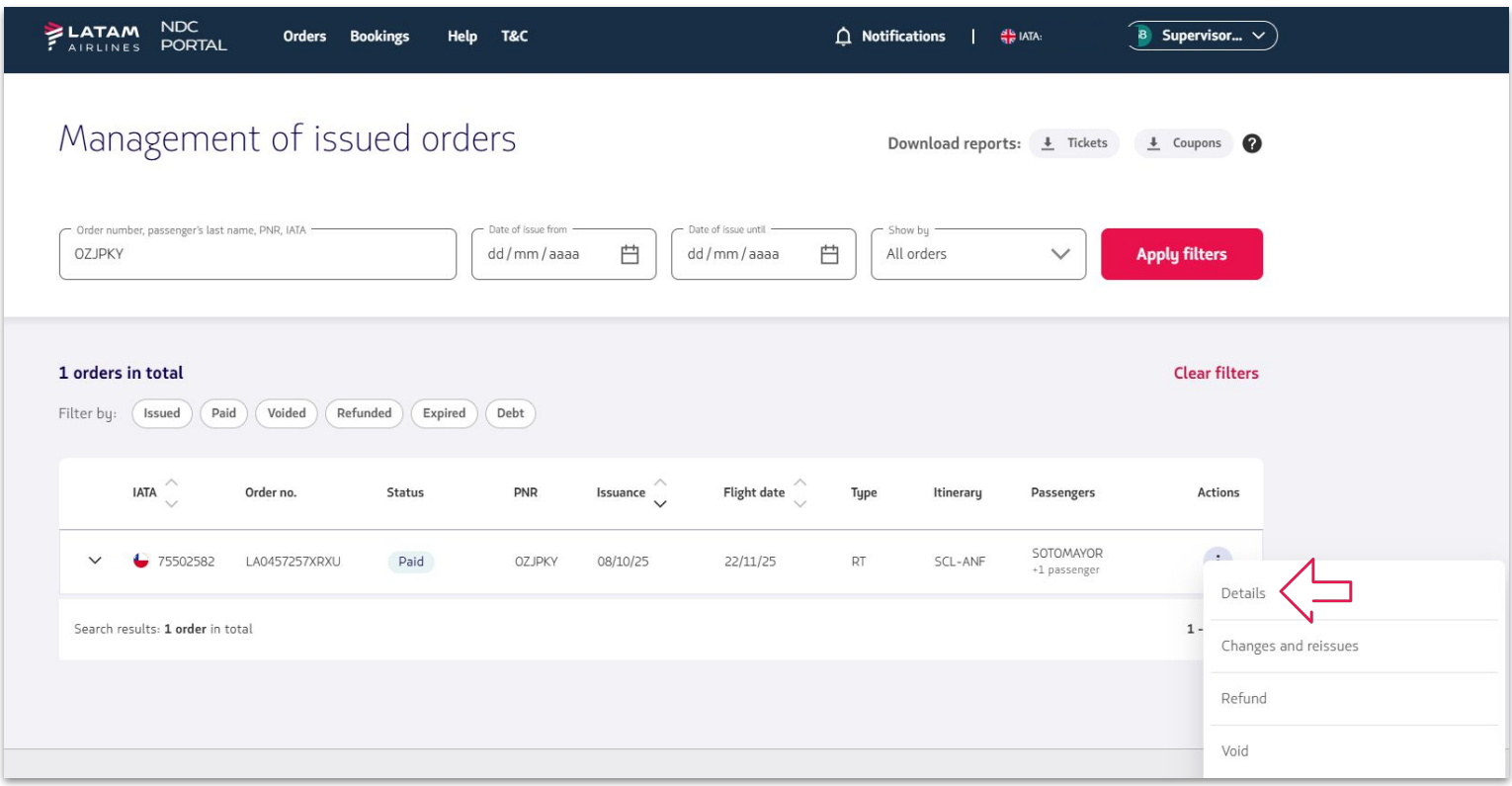
Currently, the following actions are displayed:

- Creation or payment of the reservation
- Order creation
- Order split
- Order refund
- Order change
- Ancillaries purchase
- Payment for a booked change

All users are permitted to access the order audit, except users with the administrator profile and reservations agent
In the Order Audit, the time displayed for actions taken is in UTC (Coordinated Universal Time).

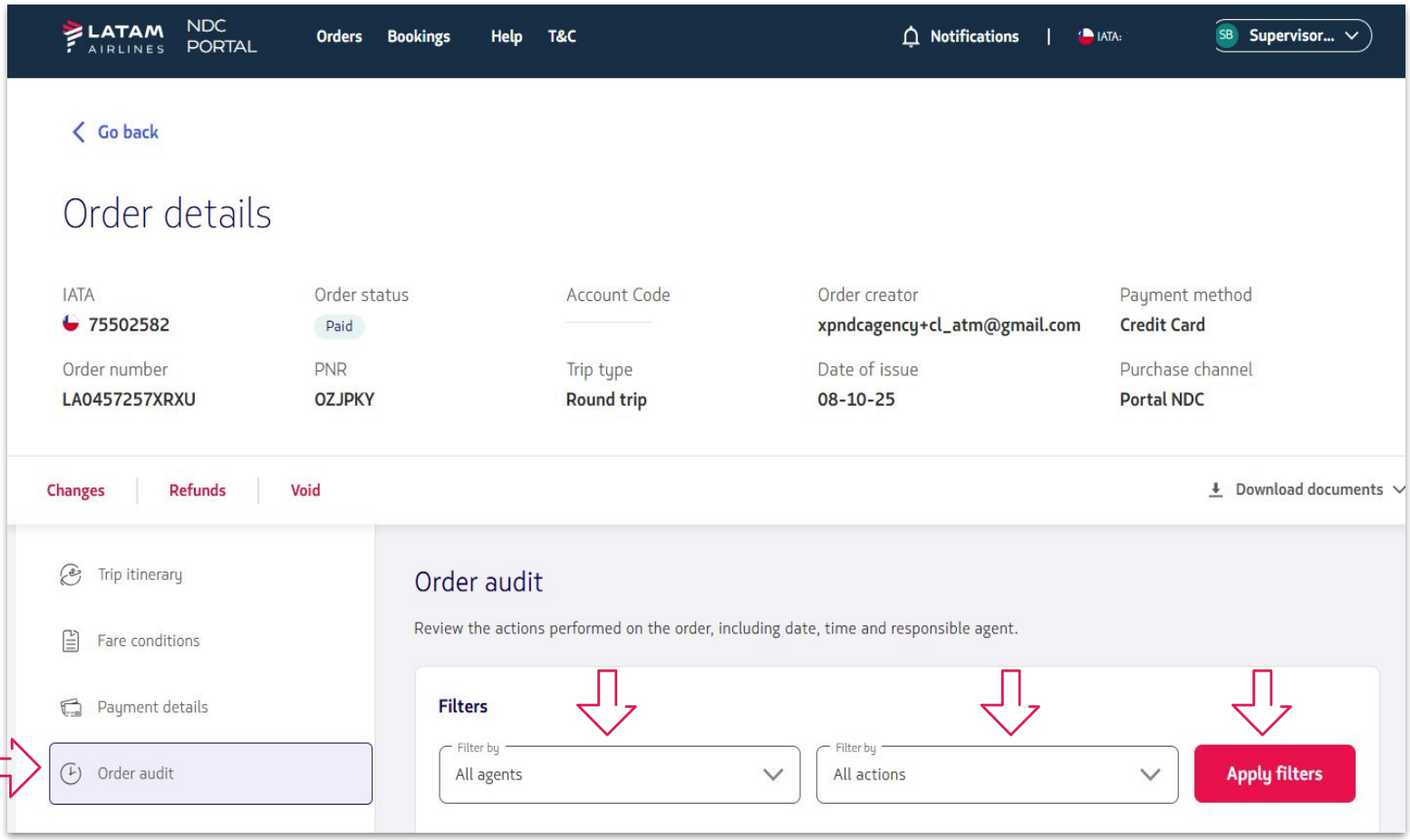
Step-by-step to access the Purchase Order Audit

1. When accessing the order, select the "Detail" option.



2. Then, in the menu on the left side of the screen, click "Purchase Order Audit." The filter options will be enabled:

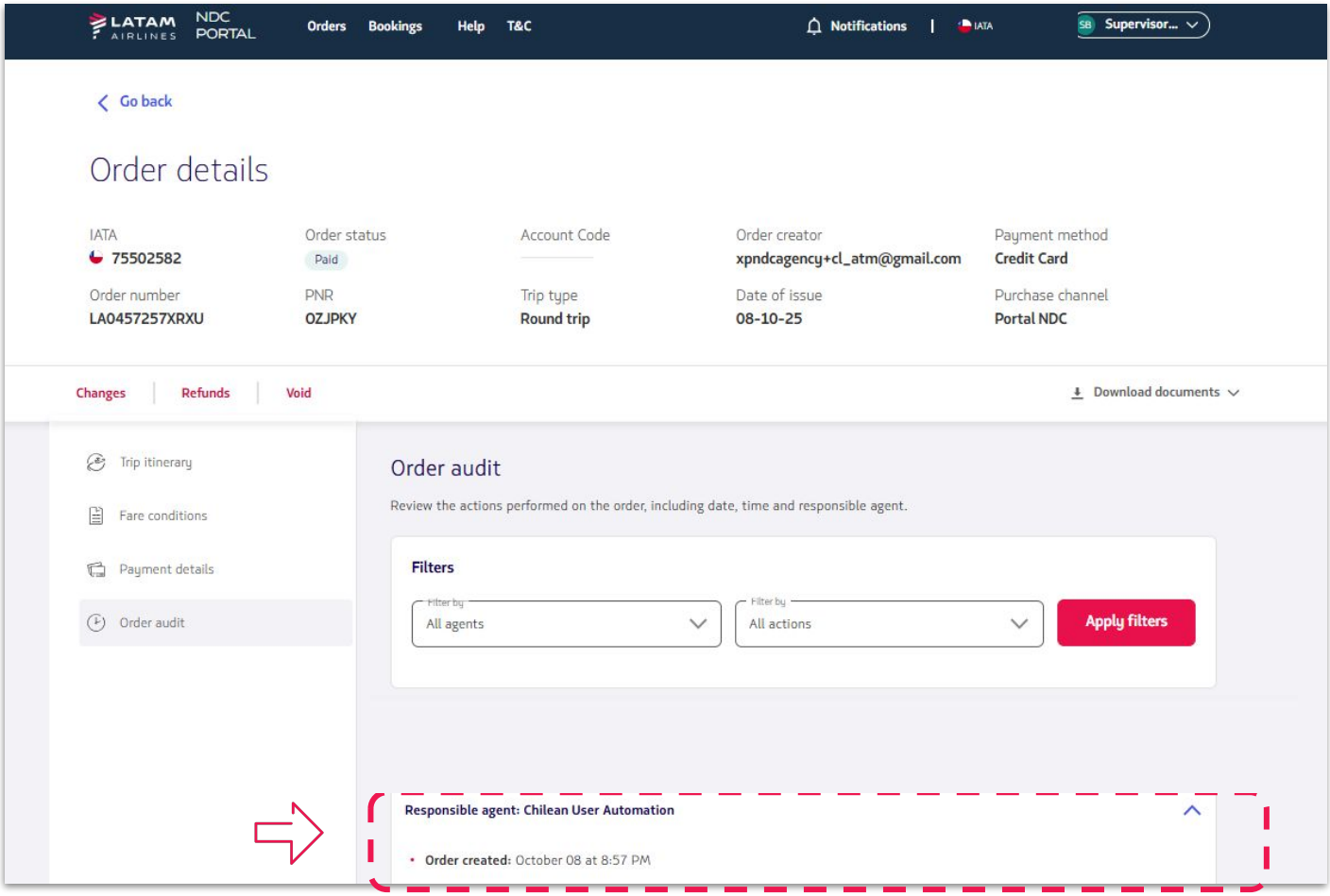
Filter by: All agents, a specific agent, all actions, or a specific action.



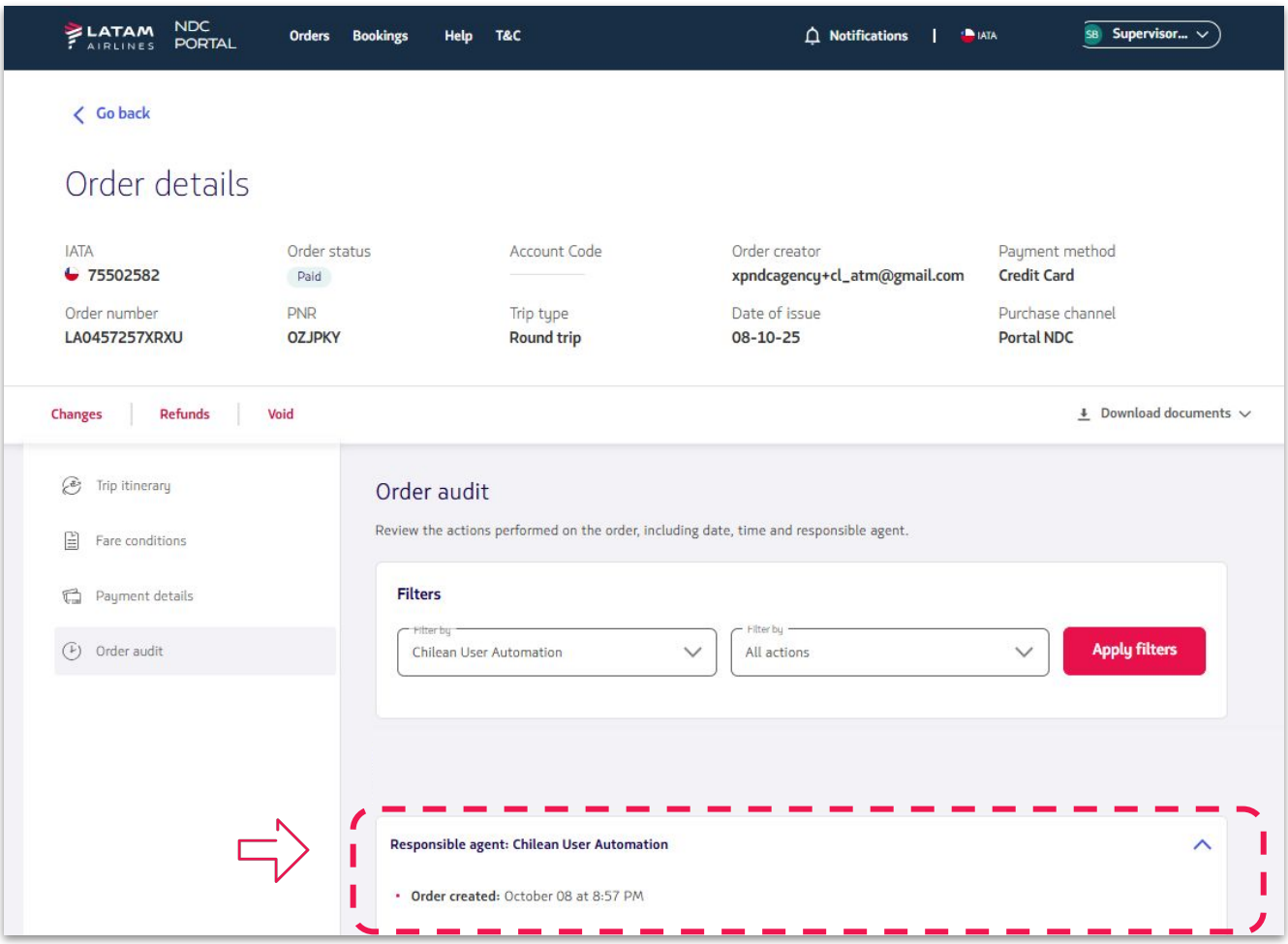
3. The action history will be displayed in the NDC Portal in chronological order.

All actions performed in NDC (Portal/API) will appear in this section.

Action by all agents on the booking:



Action performed by a specific agent on the booking:



Order Audit query completed successfully!

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