



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.

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Management of issued orders

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Order number, passenger's last name, PNR, IATA: OZJPKY
Date of issue from: dd/mm/yyyy
Date of issue until: dd/mm/yyyy
Show by: All orders
Apply filters

1 orders in total Clear filters

Filter by: Issued Paid Voided Refunded Expired Debt

IATA	Order no.	Status	PNR	Issuance	Flight date	Type	Itinerary	Passengers	Actions
75502582	LA0457257XR XU	Paid	OZJPKY	08/10/25	22/11/25	RT	SCL-ANF	SOTOMAYOR +1 passenger	<div>Details Changes and reissues Refund Void</div>

Search results: 1 order in total

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.

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Order details

IATA 75502582	Order status <div>Paid</div>	Account Code <div></div>	Order creator xpndcagency+cl_atm@gmail.com	Payment method Credit Card
Order number LA0457257XR XU	PNR OZJP KY	Trip type Round trip	Date of issue 08-10-25	Purchase channel Portal NDC

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Trip itinerary
 Fare conditions
 Payment details
 Order audit

Order audit

Review the actions performed on the order, including date, time and responsible agent.

Filters

Filter by

All agents

Filter by

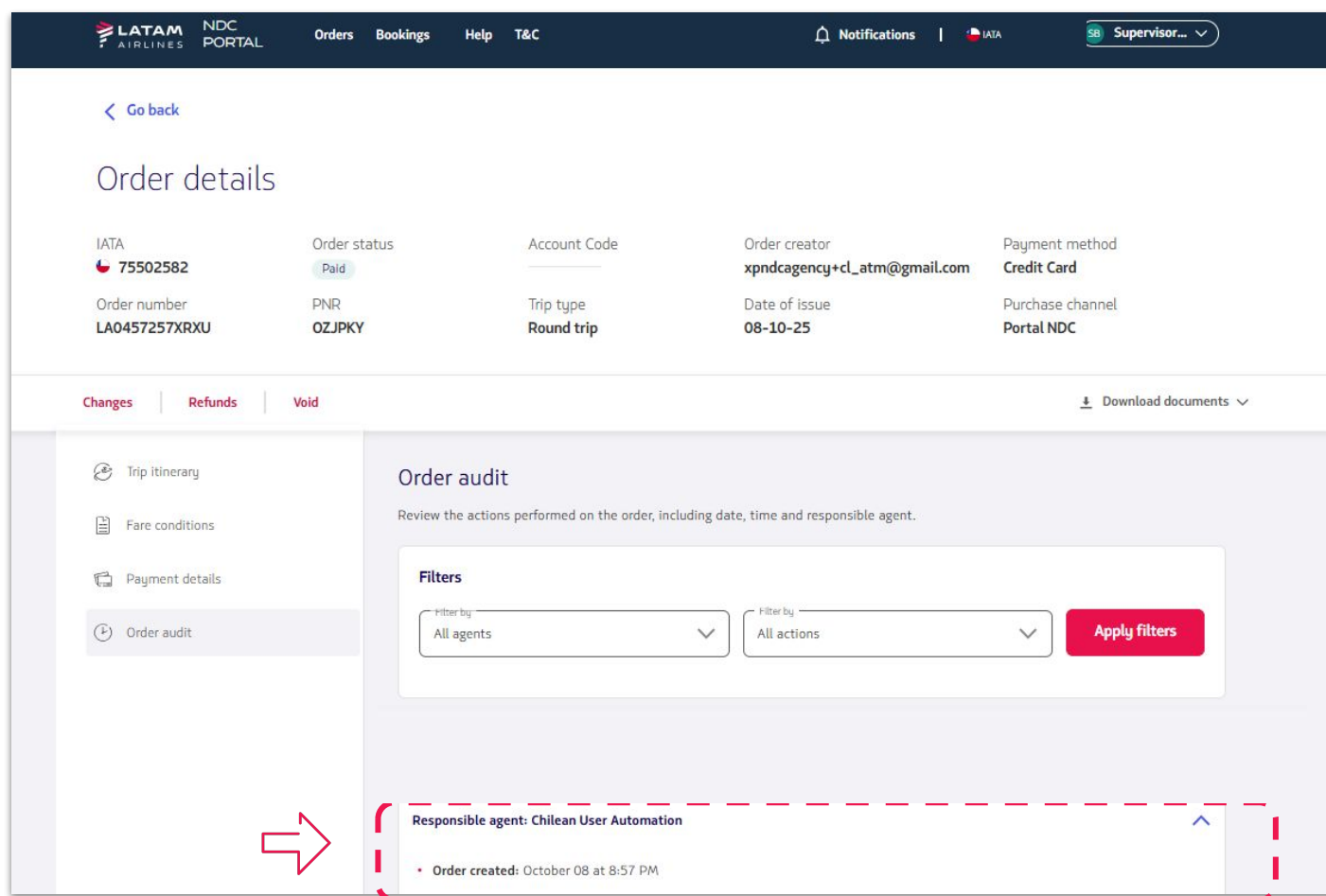
All actions

Apply filters

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:



The screenshot displays the LATAM NDC Portal interface. The top navigation bar includes the LATAM logo, 'NDC PORTAL', and links for Orders, Bookings, Help, and T&C. A user profile 'SB Supervisor...' is visible in the top right. The main content area is titled 'Order details' and contains a grid of order information:

IATA 75502582	Order status Paid	Account Code	Order creator xpndcagency+cl_atm@gmail.com	Payment method Credit Card
Order number LA0457257XR XU	PNR OZJP KY	Trip type Round trip	Date of issue 08-10-25	Purchase channel Portal NDC

Below the order details, there are tabs for 'Changes', 'Refunds', and 'Void'. A 'Download documents' link is also present. The left sidebar contains a list of options: 'Trip itinerary', 'Fare conditions', 'Payment details', and 'Order audit'. The 'Order audit' option is selected and highlighted. The main content area shows the 'Order audit' section, which includes a description: 'Review the actions performed on the order, including date, time and responsible agent.' Below this, there are filters for 'Filter by' (All agents) and 'Filter by' (All actions), with an 'Apply filters' button. A red dashed box highlights the 'Order audit' section, and a red arrow points to it from the left sidebar.

Order audit

Review the actions performed on the order, including date, time and responsible agent.

Filters

Filter by: All agents (dropdown)

Filter by: All actions (dropdown)

Apply filters

Responsible agent: Chilean User Automation

Order created: October 08 at 8:57 PM

Action performed by a specific agent on the booking:

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Order details

IATA 75502582	Order status Paid	Account Code _____	Order creator xpndcagency+cl_atm@gmail.com	Payment method Credit Card
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Trip itinerary
 Fare conditions
 Payment details
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Order audit

Review the actions performed on the order, including date, time and responsible agent.

Filters

Filter by

Chilean User Automation

Filter by

All actions

Apply filters

Responsible agent: Chilean User Automation

- Order created: October 08 at 8:57 PM



Order Audit query completed successfully!

