



TICKET AS A FORM OF PAYMENT NDC PORTAL

Update: November 2025

TICKET AS A FORM OF PAYMENT NDC


The "ticket" as a form of payment offers agencies, within the reserved order issuance flow, the option to use unused tickets as a form of payment to purchase a new flight.

IMPORTANT CONSIDERATIONS:

- Tickets with coupons in OK or CTRL status may be used as payment credit. If the coupon is in CKIN status, it must be unchecked (de-checked) through LATAM Trade before being used.
- If the original order includes ancillaries (ancillary services), after the process of using the ticket as a form of payment is concluded, the Support team must be contacted for ancillary management.
- It is permitted to use one person's ticket as a form of payment for another person's booking.
- The new reserved order cannot include ancillaries; after the TKT reissuance process is concluded using the ticket as a form of payment, the ancillaries may be included normally.
- It will allow changes with zero cost or additional payment (residual value not available).
- Only tickets issued by the same agency may be used.
- Tickets for all passenger types are accepted (ADT [adult], CHD [child], and INF [infant]).
- The roles that will have the ticket enabled as a form of payment are: Supervisor, Issuing Agent, and Issuing Agent with Card.
- The order and the new booking to be paid for with tickets must match in terms of travel type: if the order is for an international flight, the change must also be international. If the order is for a domestic flight, the change must be domestic and respect the country of origin and currency.
- Currently, it is not possible to use the "Tickets as a Form of Payment" option for orders that have been split.
- The new booking must have an equal or smaller number of passengers than the order used as a form of payment.
- For reissue scenarios with a commercial exception using the consumer **code for the Peru market and endorsements in Chile**, it is necessary to contact Agency Support.

1. To start the process, it is necessary to have a booking created so that the **"Quote"** option is enabled in the payment method.

In the payment step, select the **"Quote"** option (quoting option for reissuance).


NDC
PORTAL

Notifications
|
LATAM

SB Supervisor...

Confirm and pay for the purchase

Payment methods

Ticket as payment

You can add one ticket per passenger and use it as credit to quote a new total amount for the reservation.

Quote
>

Available payment methods

☐ Cash

☐ Credit card | UATP

☐ Payment link

Do you need to add tax information?

The information entered will be included on the purchase receipt, although it may take several minutes to appear.

Pay

Final price
£3,819.40

2. Enter the number of the original issued order that will be used as credit for the quote and click on **"Search order."**

Pay attention to the information regarding ancillary services (ancillaries).

If the original order has ancillary services (ancillaries), after concluding the process of using the ticket as a form of payment, the Support team must be contacted for the management of the

Quote with tickets

Step 1: Enter the order number

To add tickets, you must enter the order number.

Contact support regarding the ancillaries

The ancillaries of the original order will not be included in the value of the air tickets to be selected.

Order number

LA0458695GULK

Search order

Cancel

3. In "quoting with tickets," select the tickets corresponding to the passenger in the booking.

Quote with tickets

×

Step 2: Select the tickets


You can only select the tickets of the passengers that are on the reservation. The value of each ticket will be applied to the total amount to pay.

Order number:

☒ **Select all tickets**

☒ **LEONARDO DANTAS** **ADT**
Airline ticket number: 0452245763685

☒ **MATHEUS DANTAS** **ADT**
Airline ticket number: 0452245763686



Quote tickets

Cancel

All tickets linked to the order will be displayed.
You can only proceed if at least one coupon from the selected tickets has status OK or CTRL.

4. The following will be displayed on the screen:

- **Total value of the new booking:** Total before pricing for all passengers.
- **Breakdown by passenger type:** Fare difference, value of the tickets from the order entered as the form of payment, and the value of the new booking/order for all passengers.
- **Rebooking fee:** Penalty amount for all passengers.
- **Amount to pay:** Sum of the fare difference + penalty + taxes.

To continue, click on "Accept quote."

Important: By accepting the quote, the ticket used as the form of payment will NOT be processed as an exchange.

Quote with tickets

⇒ Total prior to the quote: £3,819.40

⇒ Step 3: Review the quote

Details by passenger type

These amounts are calculated by subtracting the values of the tickets in the reservation from those in the entered order.

Adults

£1,850.00

Details by taxes and fees

Taxes

£0.00

Change fee !

£502.00

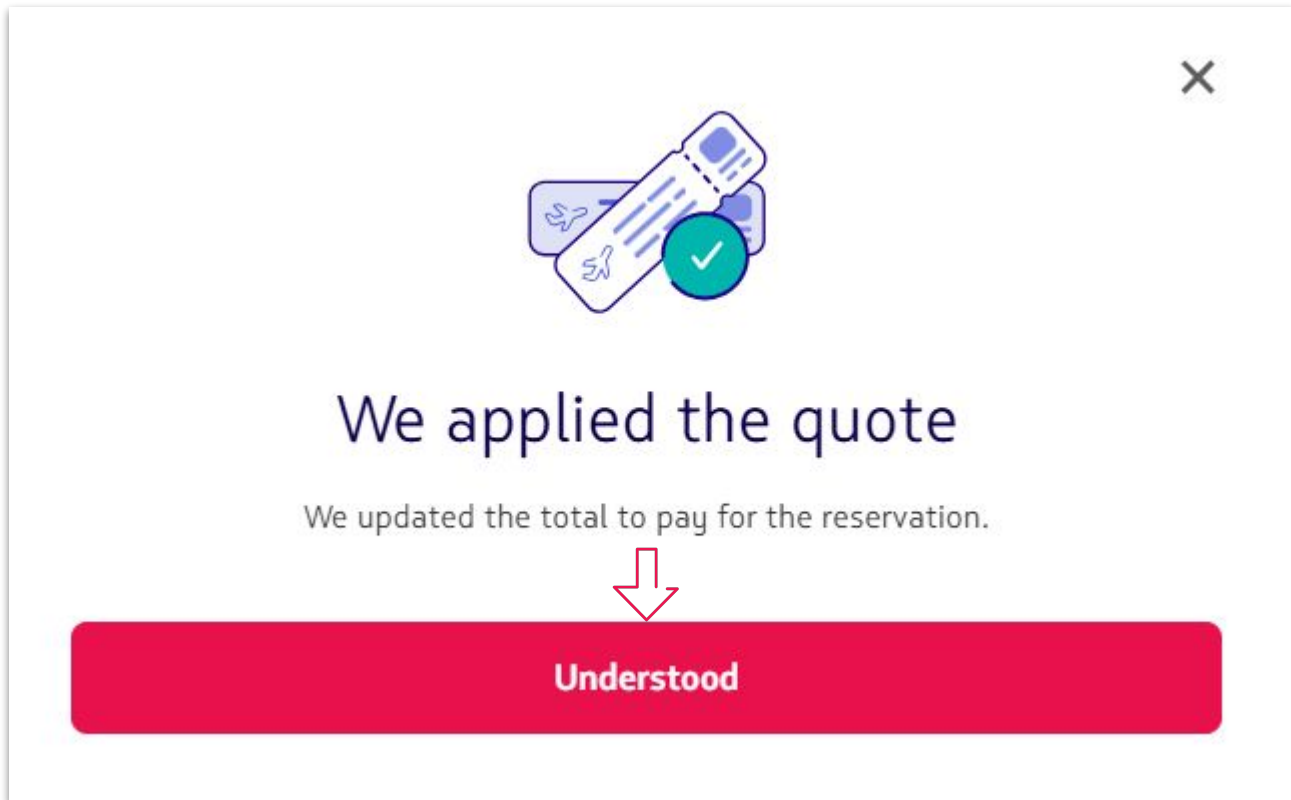
Amount payable

£2,352.00

⇒ Accept quote

Cancel

5. The quote has been applied. Click "**Understood**"



6. Review the values/amounts, select the form of payment, accept the "terms and conditions," and finalize by clicking "Pay."

Payment methods

Ticket as payment
You can add one ticket per passenger and use it as credit to quote a new total amount for the reservation.

Total prior to the quote: £3,819.40

Quote details

By passenger type
These amounts are calculated by subtracting the values of the tickets in the reservation from those in the entered order.

Adults	£1,850.00
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By taxes and fees

Taxes	£0.00
Change fee ⓘ	£502.00

Amount payable £2,352.00

Important information to finalize

- You **must pay now** or the quote will be lost.
- Tickets used as payment will remain in EXCH status.
- If you want to use other tickets, **you must close the window and wait five minutes** to start again.

Available payment methods

☐ Cash

☐ Credit card | UATP

☐ Payment link

Pay

Final price £2,352.00

Important: After entering the form of payment, the original ticket will be set to "exchange" status.
The fare difference must be paid immediately; it will not be possible to save the quote to pay later.

7. The order will be displayed on the screen. Review the flight and passenger information.

To download the sales receipt (or proof of sale), click on "**Download documents.**"

The screenshot displays the LATAM NDC Portal interface. At the top, there's a navigation bar with the LATAM logo, 'NDC PORTAL', and links for Orders, Bookings, Help, and T&C. A notifications bell and a user profile dropdown (Supervisor...) are also present. Below the navigation bar, the page title 'Order details' is shown, along with a 'Go back' link. The main content area is divided into two sections. The top section displays order details in a grid format:

IATA 91280641	Order status Paid	Account Code	Order creator xpndcagency+br1@gmail.com	Payment method -
Order number LA0454874AHSH	PNR QNIQKX	Trip type Round trip	Date of issue 04/11/25	Purchase channel Portal NDC

Below the order details, there are tabs for 'Changes', 'Refunds', 'Void', and 'Split'. A 'Download documents' button is located on the right. The bottom section, titled 'Flight itinerary', shows the flight details for São Paulo (GRU) to Miami (MIA) on November 18, 2025. The flight is operated by LATAM Airlines (LA8190). The flight details include:

- Departure: 18/11/25 | 23:05
- Arrival: 19/11/25 | 5:25
- Duration: 8 hr 20 min
- PNR Status: HK
- Cabin: Economy
- Fare: Full

The passengers listed are Leonardo (Adult 1) and Matheus (Adult 2). The passenger information for Leonardo is shown below.

The reissuance using a ticket (TKT) as a form of payment has been successfully completed!

