

HOW TO EDIT PASSENGER DETAILS NDC PORTAL

Updated: October 2026

IMPORTANT CONSIDERATIONS:

Actions allowed in this process:

- Correct document types
- Correct document number
- Correct document expiration date
- Correct nationality
- Correct date of birth
- Correct gender
- Add new email options
- Add new phone options

- **Order status:** passenger information can be edited for both reserved orders and orders with issued tickets.

- **Previously completed processes:** there are no restrictions on editing passenger information after completing other processes, such as a reissue or split.

- **Number of edits:** there is no limit to the number of times passenger information can be edited.

- **Frequent Flyer Number (FFN):** it can only be added if this information is not already registered in the booking. Once added, it cannot be edited or deleted.

- **Email:** a new email address can be added without modifying or replacing the email address already registered.

- **Phone:** a new phone number can be added without modifying or replacing the phone number already registered.

- Notifications: all notifications will be sent to all registered email addresses and phone numbers.

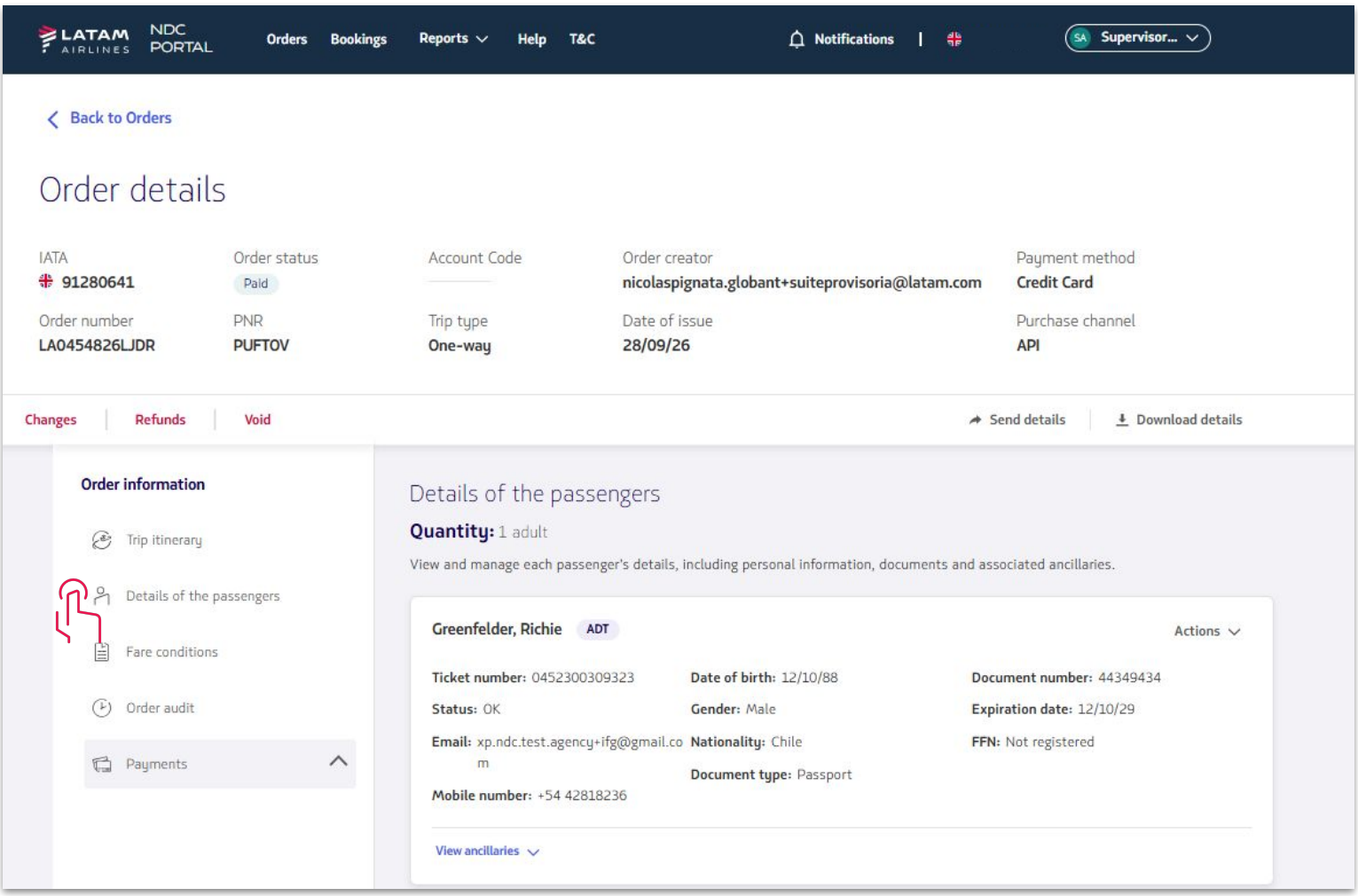
- CUV: the corrections will be reflected in the old version of the CUV (Legacy).

- Bookings with any segment in CKIN or USED status cannot be edited.

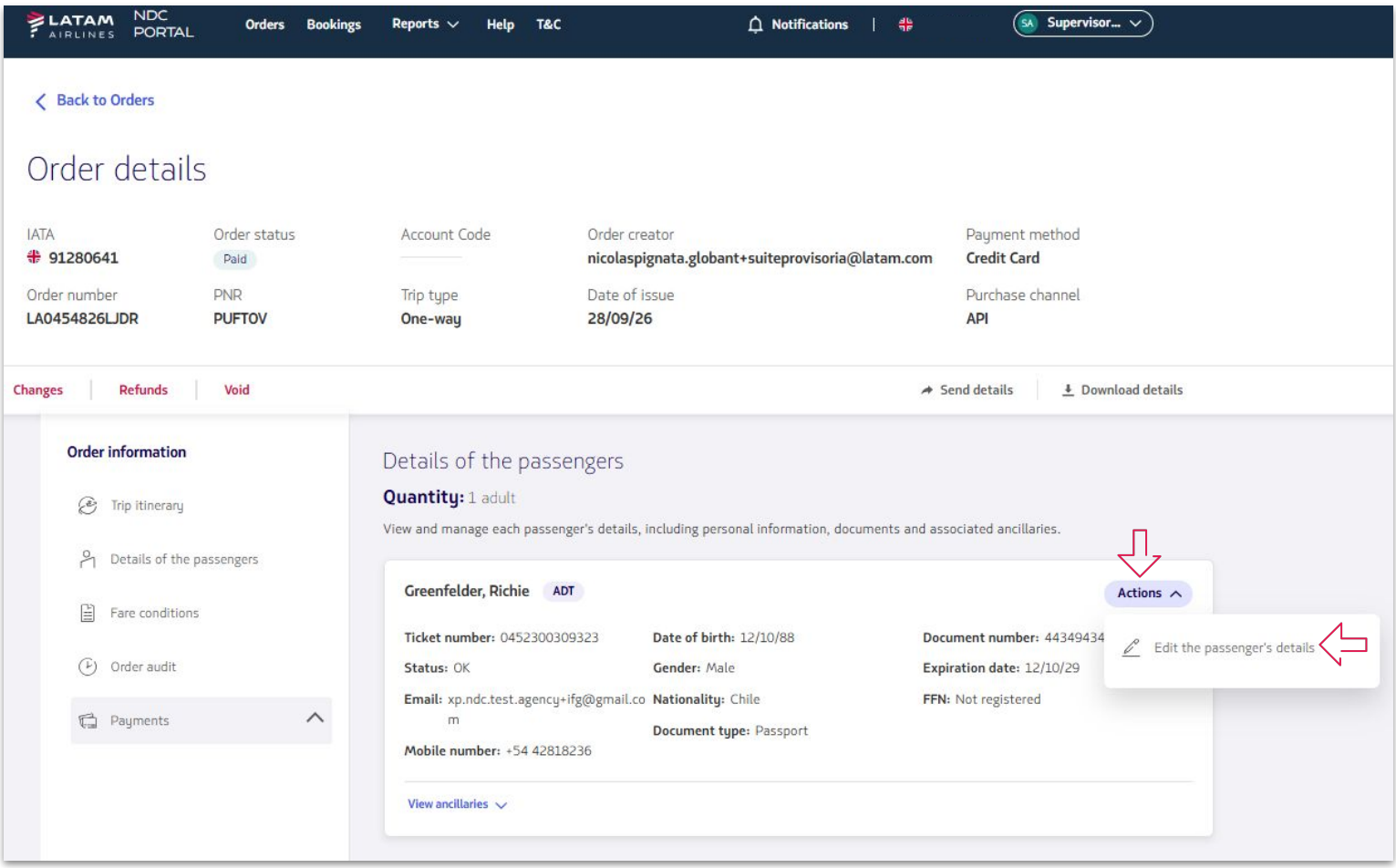
- Bookings cannot be edited within 2 hours of the departure of any flight.

STEP-BY-STEP GUIDE TO EDITING PASSENGER DETAILS

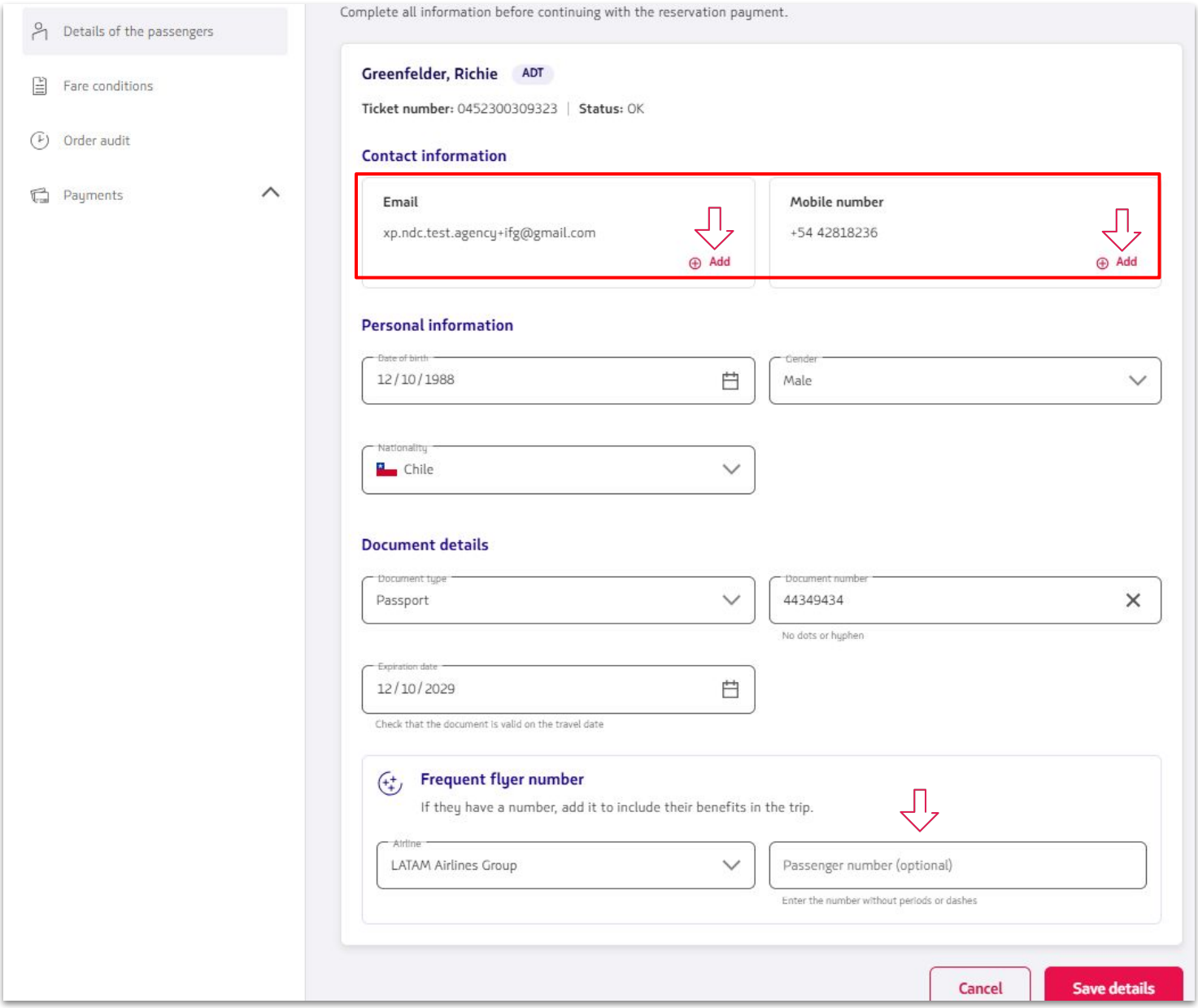
1. After opening the order details, click “Passenger Details” in the menu on the left.



2. Under “Passenger Details,” click “Actions” → “Edit Passenger Details” to enable editing.

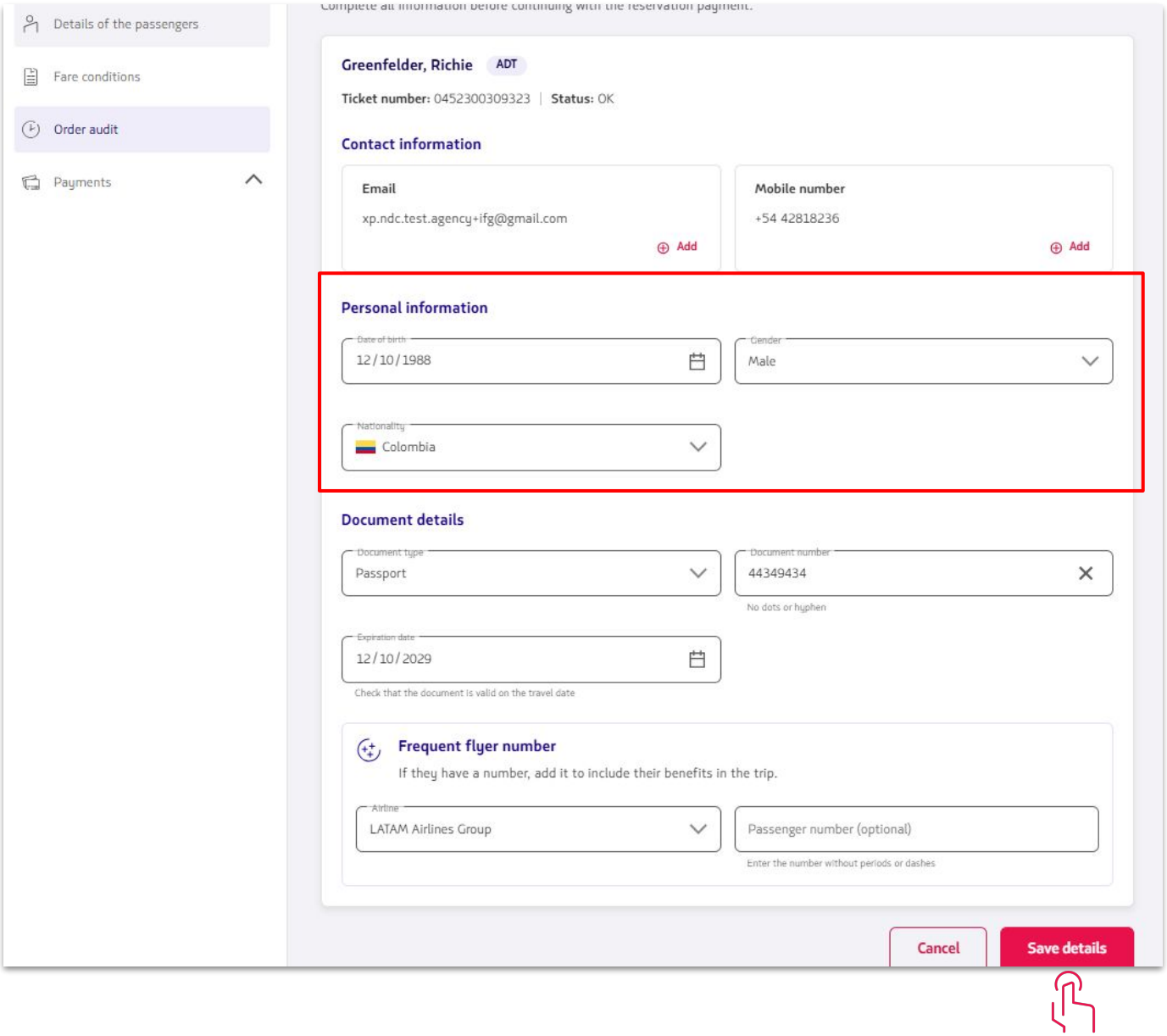


3.When you select "Edit Passenger Details," the fields will become available for adding or updating the passenger's information.

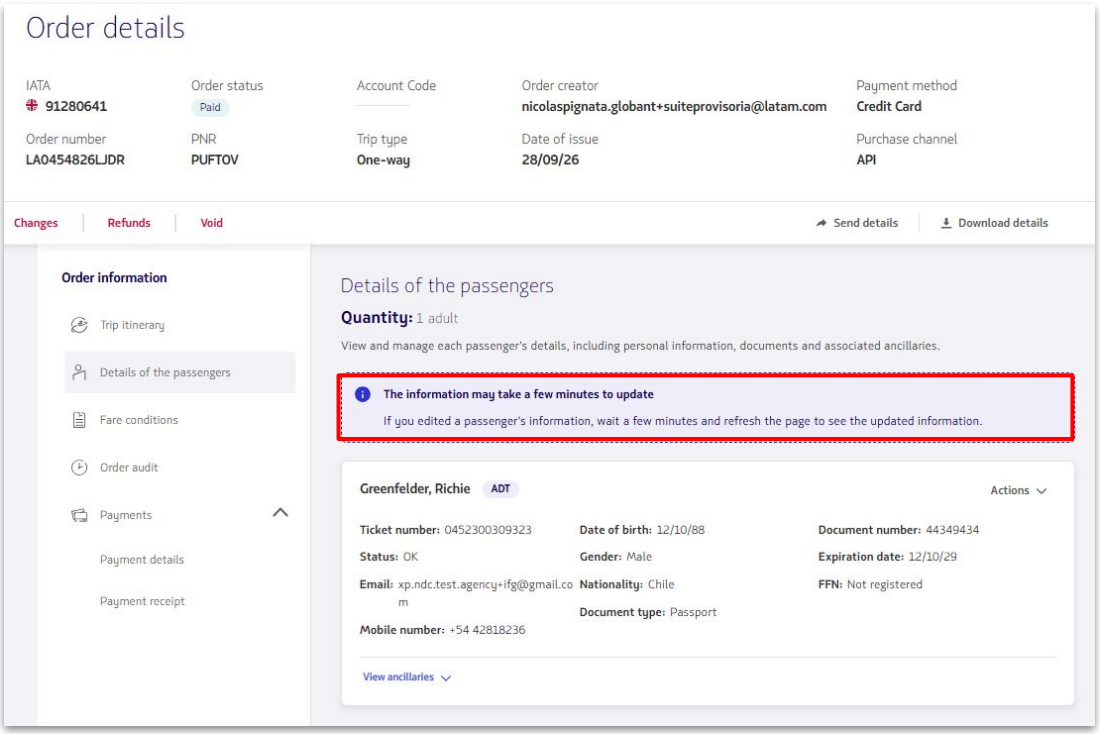


In the **"Email"** and **"Phone"** fields, you can only add new contact details; you cannot change or replace those already on file.

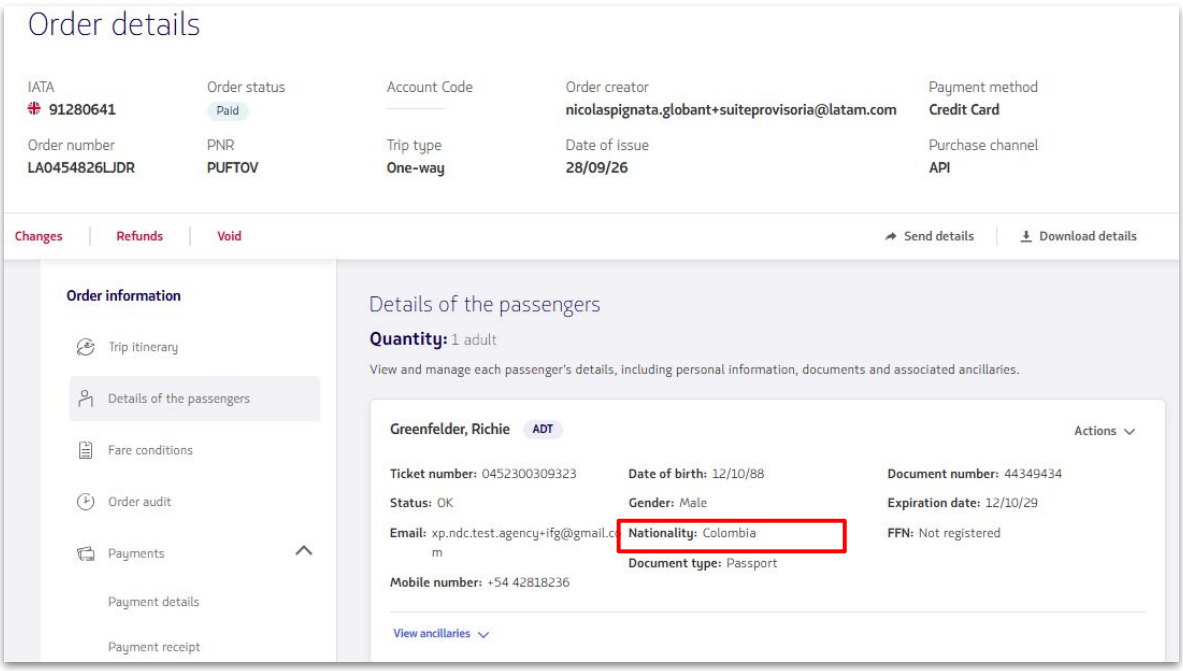
4. In this example, under “Personal information”, the nationality was changed from Chile to Colombia. After making all the necessary changes, click “Save datails” to complete the process.



5. After saving your changes, wait a few minutes for the information to update, as indicated by the message displayed on the screen.



6- The passenger details have been updated successfully.



The passenger information editing process has been completed!


LATAM
AIRLINES