



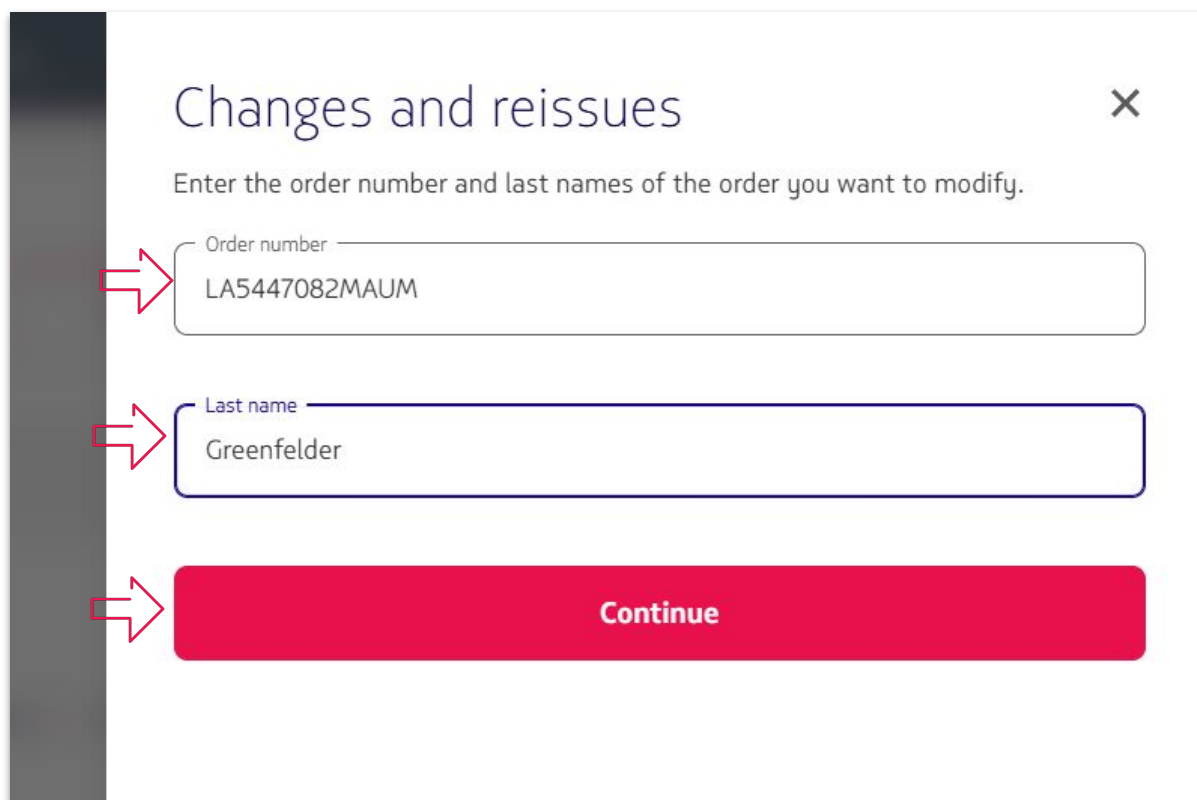
# How to make an involuntary reissue

Update: June 2026

1. After logging in on the home page, click "Changes and Reissues".

The screenshot displays the LATAM NDC Portal interface. At the top, the header includes the LATAM AIRLINES logo, the text "NDC PORTAL", and a user profile for "Supervisor Brasil Supervisor". A navigation menu on the left lists "Home", "Orders", "Bookings", "Reports", and "Notifications". The main content area features a "Search" section with a text input field labeled "Enter the order number" and a "Go to detail" button. Below this is a "Buy or reserve flights" section with options for "One-way", "Round trip", and "Multi-city", along with fields for "Origin", "Destination", "Departure date", "Return date", and "Account code". A "Search" button is located at the bottom of this section. On the right side, a "Quick actions" menu lists various functions: "Changes and reissues", "Refunds", "Void", "Order split", "Baggage purchase", "Seat and baggage purchase", "Check-in", "Remove Check-in", "Booking +9 passengers (groups)", and "Flight status". A red arrow points from the "Go to detail" button to the "Changes and reissues" option in the Quick actions menu.

2. Enter the Order/Booking you want to change and the last name to access the order, then click "Continue".



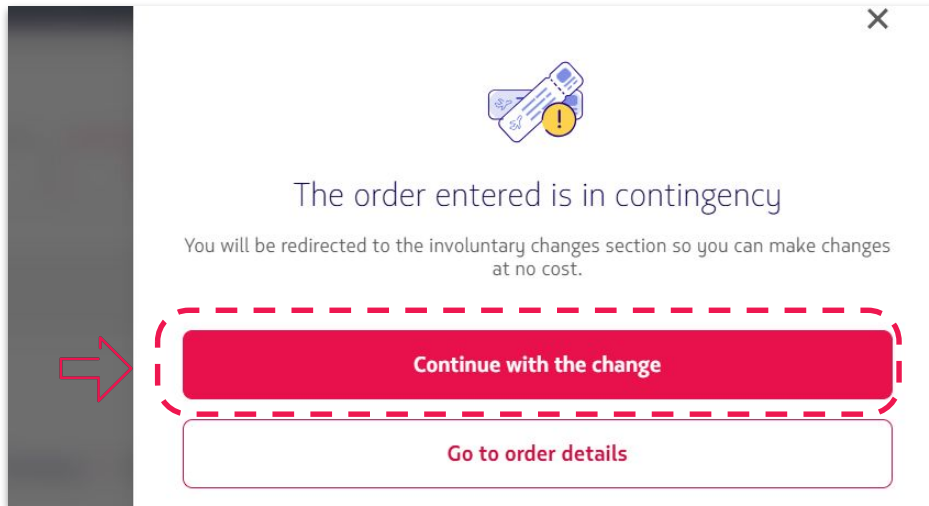
Changes and reissues ×

Enter the order number and last names of the order you want to modify.

Order number

Last name

3. The message "The provided order is under contingency" will be displayed. To continue, click "Continue with the change".



4. If you click "Go to order details", the flight information will be displayed as "Canceled/Rescheduled". If the passenger requests a change of date and/or time, click "Reschedule" to start the rescheduling process.

### Order details

IATA 57514660	Order status Paid	Account Code	Order creator nicolaspignata.globant+suiteprovisoria@latam.com	Payment method Government payment
Order number LA9578445EGLH	PNR RVVPIG	Trip type One-way	Date of issue 16/04/26	Purchase channel API

Changes | Refunds | Void | Void Check-in | Send details | Documents

#### Order information

- Trip itinerary
- Fare conditions
- Order audit
- Payments
- Payment details

#### Flight itinerary

✖ São Paulo - Rio de Janeiro  
May 6 (1 of 1)

✖ Flight Canceled: you can [change](#) the date or request a [refund](#) with no penalty or fare difference.

**São Paulo (GRU) → Rio de Janeiro (GIG)**  
 ✈ LA3342, operated by LATAM Airlines

Flight details:

5. Information about "Affected (Original flight)" will be displayed. To continue, click "Change flights".

The screenshot shows the LATAM NDC Portal interface. At the top, there is a navigation bar with the LATAM logo, 'NDC PORTAL', and links for 'Orders', 'Bookings', 'Help', and 'T&C'. On the right, there are 'Notifications', a user ID 'LATA: 57514660', and a 'Supervisor...' dropdown menu.

The main content area is titled 'Choose an option for the trip'. Below this, a message states: 'Since your trip has been modified, you can choose a new flight at no cost.' An order number 'LA9578445EGLH' is displayed with a passenger count of '1'.

Two flight options are presented:

- Affected flight:** São Paulo to Rio de Janeiro, 05/06/26. Departure: 7:00 AM GRU (Guarulhos Intl.). Arrival: 8:00 AM GIG (Galeao Intl.). Status: Canceled flight.
- New itinerary:** São Paulo to Rio de Janeiro, 05/06/26. Departure: 7:00 AM GRU (Guarulhos Intl.). Arrival: 8:00 AM GIG (Galeao Intl.). Duration: 1h. Status: Direct.

A red dashed box highlights the 'Change flight' button located below the 'New itinerary' section, with a red arrow pointing to it from the left.

6. Select the new date and flight

The screenshot shows the LATAM NDC Portal interface. At the top, there is a navigation bar with the LATAM logo, 'NDC PORTAL', and links for 'Orders', 'Bookings', 'Help', and 'T&C'. A 'Notifications' bell icon is on the right. The main content area has a heading 'Choose a new date for the flight'. Below this is a form for 'São Paulo to Rio de Janeiro' with a 'New date' field containing '18/06/2026'. A red arrow points to this field. Below the form, the text 'Flights on Thursday, June 18, 2026' is displayed. A flight card is shown with a 'Direct' label, a departure time of '7:35 PM CGH', a duration of '1h', and an arrival time of '8:35 PM SDU'. The flight card is highlighted with a red dashed border.

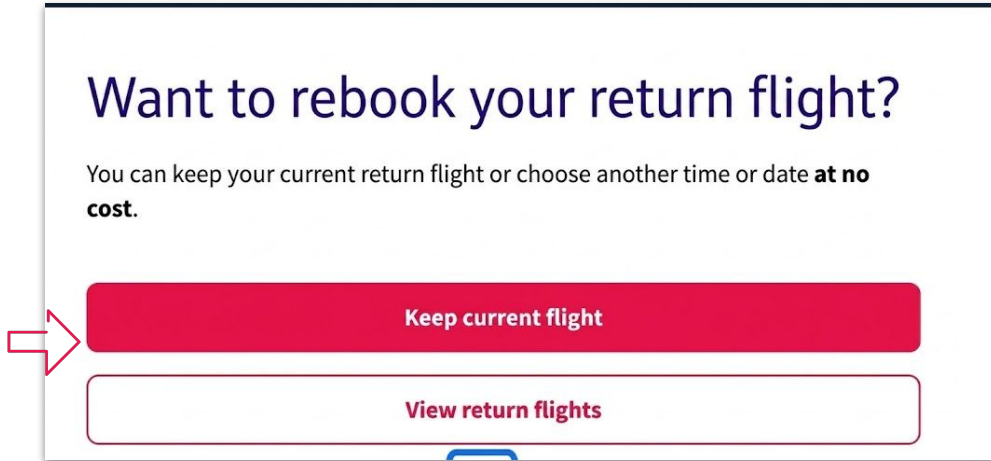
Information about the selected flight will be displayed; click "Choose flight":

The screenshot shows a 'Flight details' modal window. It features a close button (X) in the top right corner. The title is 'São Paulo to Rio de Janeiro'. The flight details are as follows:

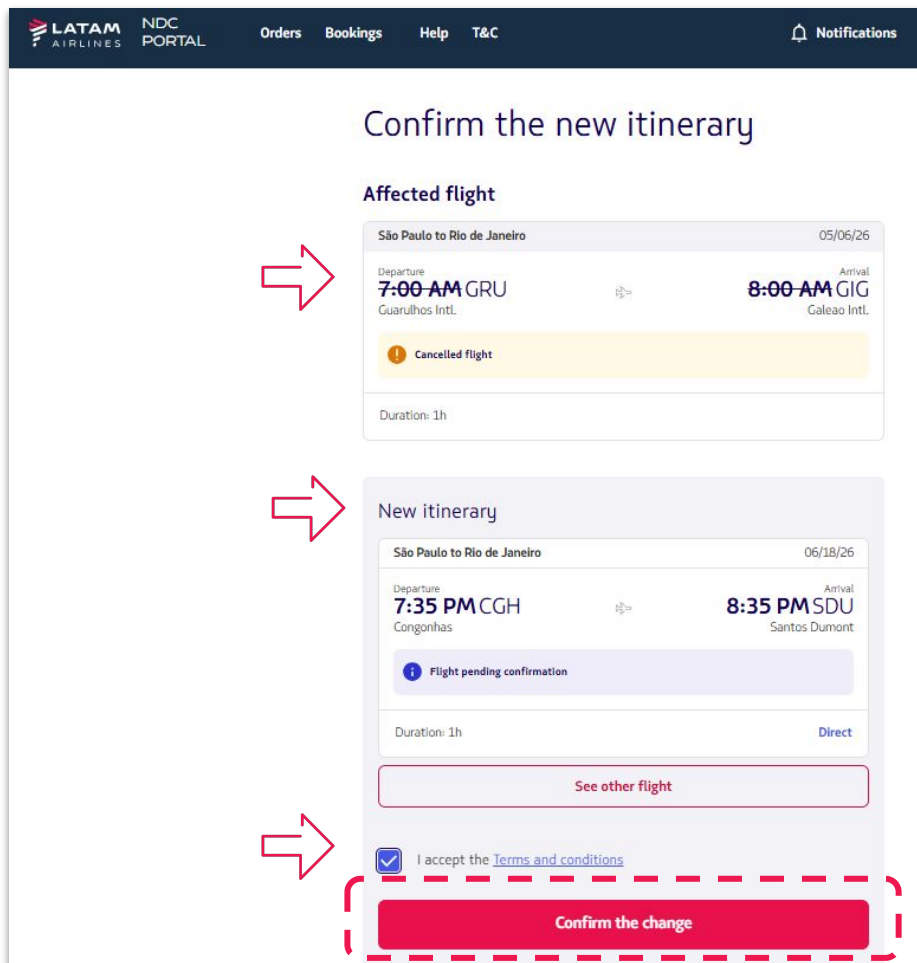
- Departure: CGH 7:35 PM Congonhas
- Duration: 1h
- Arrival: SDU 8:35 PM Santos Dumont
- Flight Number: LA3932
- Operated by: LATAM Airlines

At the bottom of the modal, there is an information icon and a message: 'Before confirming the change, you will see a summary with the original flight and the one you have chosen.' Below this message is a red button labeled 'Choose a flight', which is highlighted with a red dashed border.

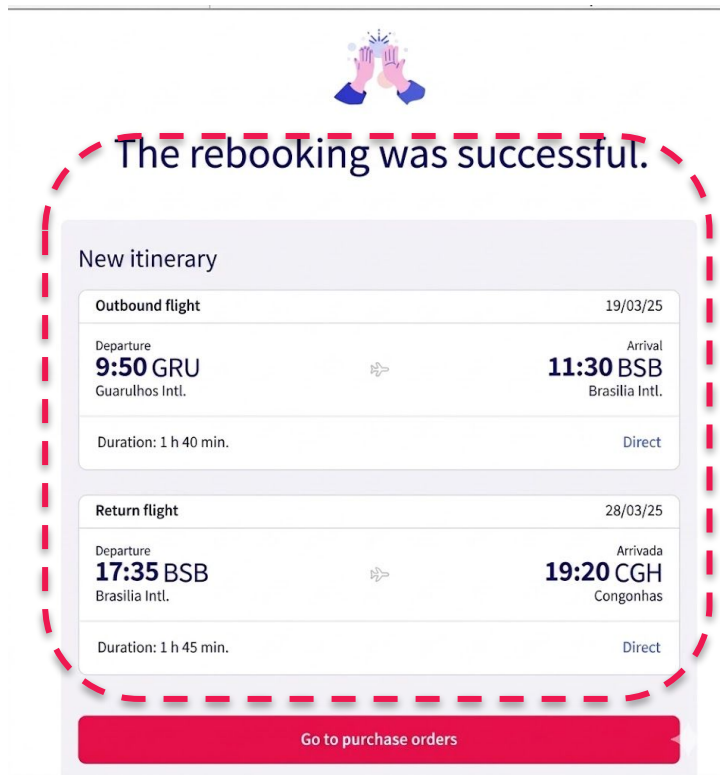
7. If you want to reschedule the return flight, select **"View return flights"**. Alternatively, select **"Keep current flight"** to continue.



8. After selecting the flight, the information for the canceled flight and the newly selected flight will be displayed again. Accept the **"Terms and Conditions"**, then click **"Confirm rescheduling"**.



9. After confirmation, the following message will be displayed: "The rescheduling has been completed", along with the details of the new flight.



Involuntary reissue process completed!

**Important:** If your order includes a seat ancillary, an informational message will be displayed indicating that the booking/order contains this service and that you must contact Support to manage the seat assignment. To continue, click "Open chat with Support", as shown in the image below.

