



New Homepage for the NDC Portal

UPDATE: May 2026

New NDC Portal Homepage

The new homepage has been redesigned to centralize the main features and information in one place, making it easier to track and carry out day-to-day activities.

1) Purchase Order Management: Enables quick management of purchase orders, including:

- Search for orders
- Issued and reserved orders
- Irregularity identification
- Expiration control (orders about to expire)


2) Operational Actions: Brings together the main day-to-day actions, such as: Reschedulings

- Cancellations
- Quick actions (operational shortcuts)

3) Key Information: Provides important content to keep users up to date: What's new

- Relevant news
- Tutorials and guidance

4) Operational Support: Offers supporting resources for tracking and reference:

- Notifications
 - Reports for download
- 
- A decorative graphic in the bottom right corner consisting of several overlapping, slanted rectangular bars in shades of blue, purple, and red.

New NDC Portal Homepage

In the menu (sidebar): Provides quick access to the Portal's main areas. From there, you can navigate directly to:

- Purchases
- Bookings
- Reports
- Notifications
- **Home section:** The Home section brings together essential features and content to support daily operations, including:

Order search, news, flight selection, booking expiration, quick actions, orders with irregularities, flight changes and cancellations, tutorials, and important news.

The screenshot displays the LATAM NDC Portal homepage. A sidebar on the left contains navigation links: Home, Orders, Bookings, Reports, and Notifications. The main content area is divided into several sections:

- Search:** A search bar with the placeholder "Enter the order number" and a "Go to detail" button.
- Buy or reserve flights:** A form with tabs for "One-way", "Round trip", and "Multi-city". It includes fields for "Origin", "Destination", "Departure date", "Return date", and "Airline code", along with a "Search" button.
- Quick actions:** A list of actions such as "Changes and reissues", "Refunds", "Void", "Order split", "Baggage purchase", "Seat and baggage purchase", "Check-in", "Remove Check-in", "Booking +9 passengers (group)", and "Flight status".
- Critical information:** Two tables: "My reservations expiring soon" and "Changes and cancellations".
- Irregularities to correct:** A table listing irregularities with columns for "LATA", "Order no.", "Notification", and "Type".
- Important notices:** A list of notices including "Exception Policies", "Policy changes", "News", and "NDC by LATAM".
- Updates and resources:** A section for "Tutorials and resources" with links to "Multicity purchase" and "Voluntary change" videos, and a "News" section with a "Waiver Management" update.

Red dashed boxes and arrows highlight the sidebar and various sections of the main content area.

Homepage Header

On the left side of the header, you can change the IATA code and the language.



Select IATA and language ✕

The IATA code will allow you to book and purchase in the market selected.

Country - IATA

Language available

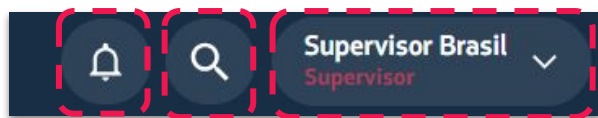
English

[Continue](#)

When you select the three horizontal lines, the sidebar expands or collapses.

On the right side:

- **Bell icon** – access to the **Notification Center**.
- **Magnifying glass icon** – access **Order Search** (select and view orders).
- **Button with name and permission level** – access the **user profile** and the **sign out (logout)** option.



Nicolas
Supervisor

My profile

Log out



Search

Go to detail



Homepage Sidebar

Sidebar (new menu): The sidebar includes the same sections as the previous header, now organized in a side menu to make navigation easier:

Issued Orders

What it is: direct access to the list of orders with **Issued** status.

Booked Orders

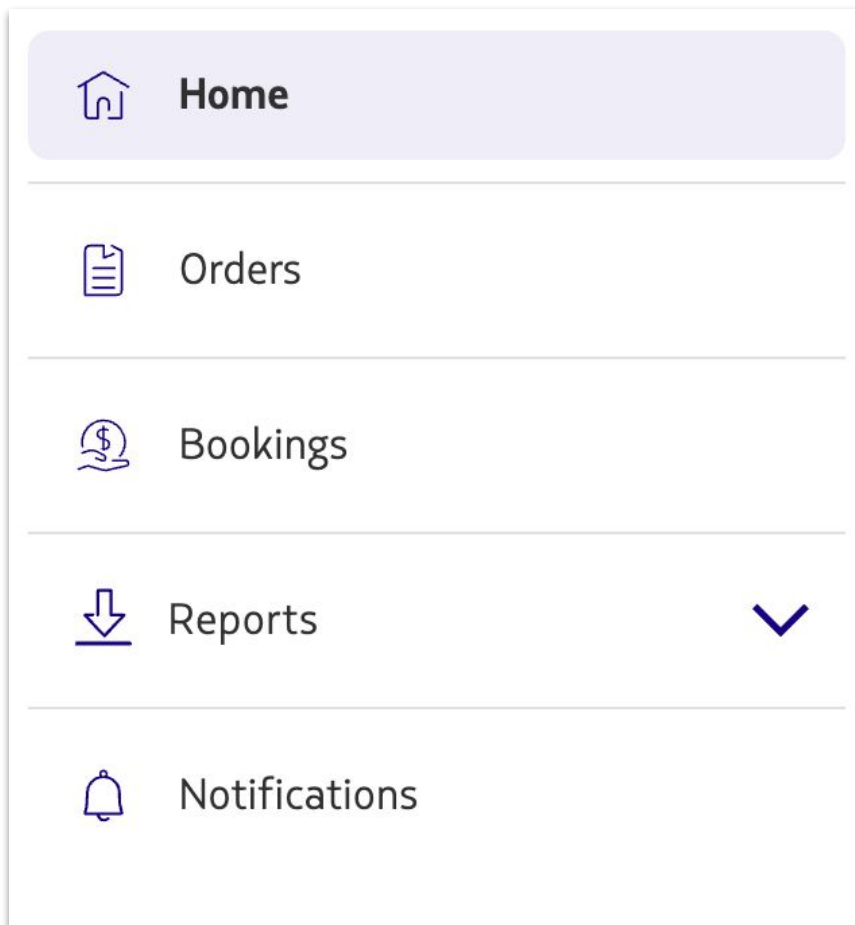
What it is: access to the list of orders with **Booked**, **Expired**, or **Voided** status.

Notification Center

What it is: alerts area for **irregularities**, **flight changes**, and **cancellations**.

Reports for Download

What it is: section to **download** and review **ticket and coupon** reports.



Order Search

Order Search: A tool to quickly locate orders. You just need to search for the desired order, and the system will take you to the order details screen.

IATA 75502582	Order status Paid	Account Code	Order creator nicolaspignata.globant+suiteprovisoria@latam.com	Payment method Credit Card
Order number LA0450024JLXV	PNR RPDIJQ	Trip type One-way	Date of issue 11-05-26	Purchase channel API

Changes | Refunds | Void

Send details | Documents

Order information

- Trip itinerary
- Fare conditions
- Order audit

Flight itinerary

Santiago de Chile - Lima
June 8 (1 of 1)

Santiago de Chile (SCL) → Lima (LIM)
LA2696, operated by LATAM Airlines

Flight details

What's New

Check the latest news about NDC.

News

Waiver Management

The new integration between LATAM Trade and NDC is now available, enabling agencies to self-manage PNRs with **Courtesy** and **Policy** waivers with automatic approval for reissues and refunds, eliminating the need for direct support. For more information, please refer to our manual

[View manual](#)

Buy or book flights.

Quick access to the flight selection/search flow or module.

Buy or reserve flights

One-way
 Round trip
 Multi-city
 Economy ▾
 1 passenger ▾
 ?

Origin: Temuco, ZCO - Chile
 Destination: Santiago de Chile, SCL - Chile

Departure date: Fri, May 22
 Return date: Wed, Jun 24
 Account code: Enter the code

Search

Summary: 1 Passenger | Departure flight ZCO → SCL, vie 22, may | Arrival flight SCL → ZCO, mié 24, jun | Change ▾

Choose a departure flight

Sort by: Recommended ▾

Recommended / Cheaper	10:32 AM ZCO	Duration 1h 23m	11:55 AM SCL	Adults from CLP 42,913
	Direct			
Recommended / Cheaper	1:46 PM ZCO	Duration 1h 23m	3:09 PM SCL	Adults from CLP 42,913
	Direct			
Cheaper / Faster	7:05 PM ZCO	Duration 1h 23m	8:28 PM SCL	Adults from CLP 42,913
	Direct			

Summary of the trip

You haven't selected a flight yet
The flights will appear here once you select them.

















Quick Actions

In this section, you can perform operational actions and adjustments on your orders.



Quick actions

-  Changes and reissues >
-  Refunds >
-  Void >
-  Order split >
-  Baggage purchase >
-  Seat and baggage purchase >
-  Check-in 
-  Remove Check-in 
-  Booking +9 passengers (groups) 
-  Flight status 

Quick Actions

To start change and reissue processes, refunds, voids, issued order splits, and the purchase of ancillary services, you only need to:

1. Enter the order.
2. Enter the passenger's last name.

With this information, the Portal starts the flow corresponding to the selected action.

Order details ⓧ

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

Order number









Last name

Continue

Important: If the order is in “On Hold” status, you will be notified before continuing with the process.


Quick Actions

The **Check-in**, **Cancel check-in**, **Groups**, and **Flight status** options redirect you to specific links where you can perform those actions.

	Check-in	
	Remove Check-in	
	Booking +9 passengers (groups)	
	Flight status	

Search for the reservation to cancel the Check-in

Use the passenger's data to cancel the Check-in. This will be done automatically again later.

 No soy un robot 

Bookings About to Expire

This section shows bookings that are about to expire. They are sorted starting with the one closest to the expiration date, and to access all bookings, click **“View all.”**



My reservations expiring soon

[View all >](#)

IATA	Order no.	Reservatic date	Payment deadline	Amount
	LA04523060XE	05/11/26	05/16/26	CLP 1,578,17
	LA9579098THR	05/11/26	05/14/26	R\$1,160.31
	LA0357913ZYC	05/11/26	05/14/26	COP 1,300,50
	LA0357138UUY	05/11/26	05/14/26	COP 1,300,50
	LA0452247EGV	05/11/26	05/14/26	CLP 1,512,40



Irregularities, reschedules, and cancellations

These sections will display the orders that have had recent irregularities, reschedules, or cancellations on their respective flights. To access the full list, click 'View all'.

Changes and cancellations

IATA	Order no.	Notification	Type
	LA9570756XTN	05/08/26	Flight advanced
	LA9576034PQC	05/07/26	Flight advanced
	LA9576147ESLI	05/07/26	Flight delayed

Irregularities to correct

IATA	Order no.	Notification	Type
	LA0457676KZPP	04/30/26	Redundant segment
	LA0455888CYVX	04/30/26	Redundant segment
	LA0459761UKNA	04/29/26	Redundant segment



Tutorials, resources, and important notices

In this section, you'll find new tutorials and various useful links from the LATAM Trade site, such as Exception Policies, policy changes, news, contacts, and frequently asked questions.



Tutorials and resources

[View all >](#)

Multicity purchase

Instructional video in English

[Watch video](#)



Voluntary change

Instructional video in English

[Watch video](#)



Ticket as a form of payment

Instructional video in English

[Watch video](#)



Important notices



Exception Policies



Policy changes



News



NDC by LATAM



