

TICKET AS A FORM OF PAYMENT
NDC PORTAL

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TICKET AS A FORM OF PAYMENT

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 ticket.

Some scenarios in which this process can be used

- When the flight you need does not appear in regular reissuance - Process within the original order.
- Open tickets 72h after no-show on the last segment, according to fare rules.
- Name changes (with no segments flown) - Change of ownership — According to conditions published on LATAM Trade.
- Origin/destination changes with segments already flown.
- Cases with ancillary services issued outside NDC Example: Purchased on LATAM.com, via GSS, Contact Center, or airport.
- Brand combinations. Example: outbound in one profile and inbound in a different profile.
- Multicity changes
- Changes with residual value - Currently available only for markets (Chile, Colombia, and Peru) - According to the conditions of use for this process, available on LATAM Trade.

IMPORTANT CONSIDERATIONS:

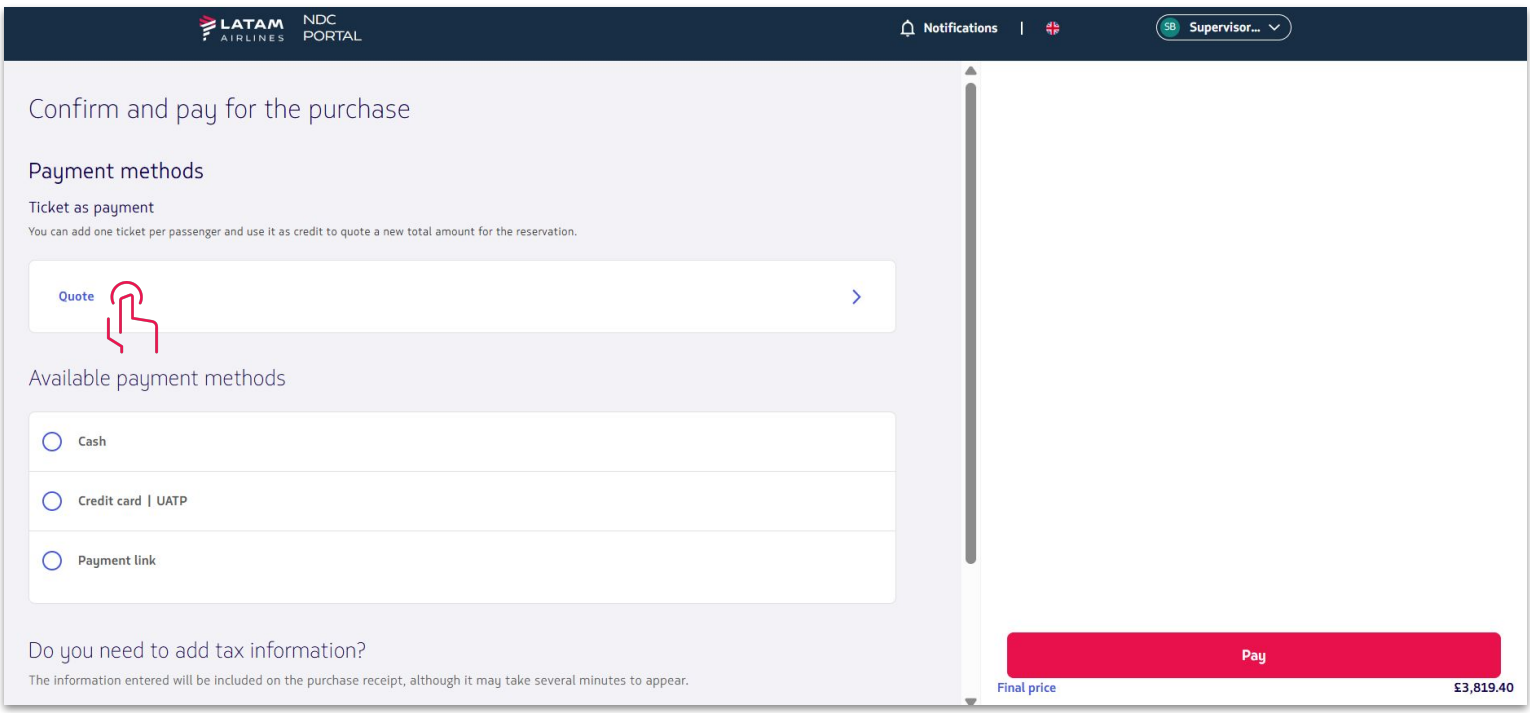
- Tickets with coupons in OK and CTRL status may be used as payment credit. If the coupon is in CKIN status, it must be unchecked (de-checked) through LATAM Trade before being used.
- If the original order has ancillaries, after completion, the Support team must be contacted for ancillary management.
- 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 user profiles that can perform this process are: Supervisor, Issuing Agent, and Issuing Agent with card.
- The same business type must be maintained: If the original order is for an international flight, the change must also be international. If the original 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 child orders that have been split.
- The new reservation must have a number of passengers equal to or smaller than that of the order used as a form of payment.
- For processes with residual Value available only for the markets (Chile/Colombia/Peru), the remaining residual amount will be returned automatically to the original payment method used in said order, that is, it is not necessary to request the refund of the residual value in any external platform.

Ticket as a form of payment

Reissue using TKT FOP

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

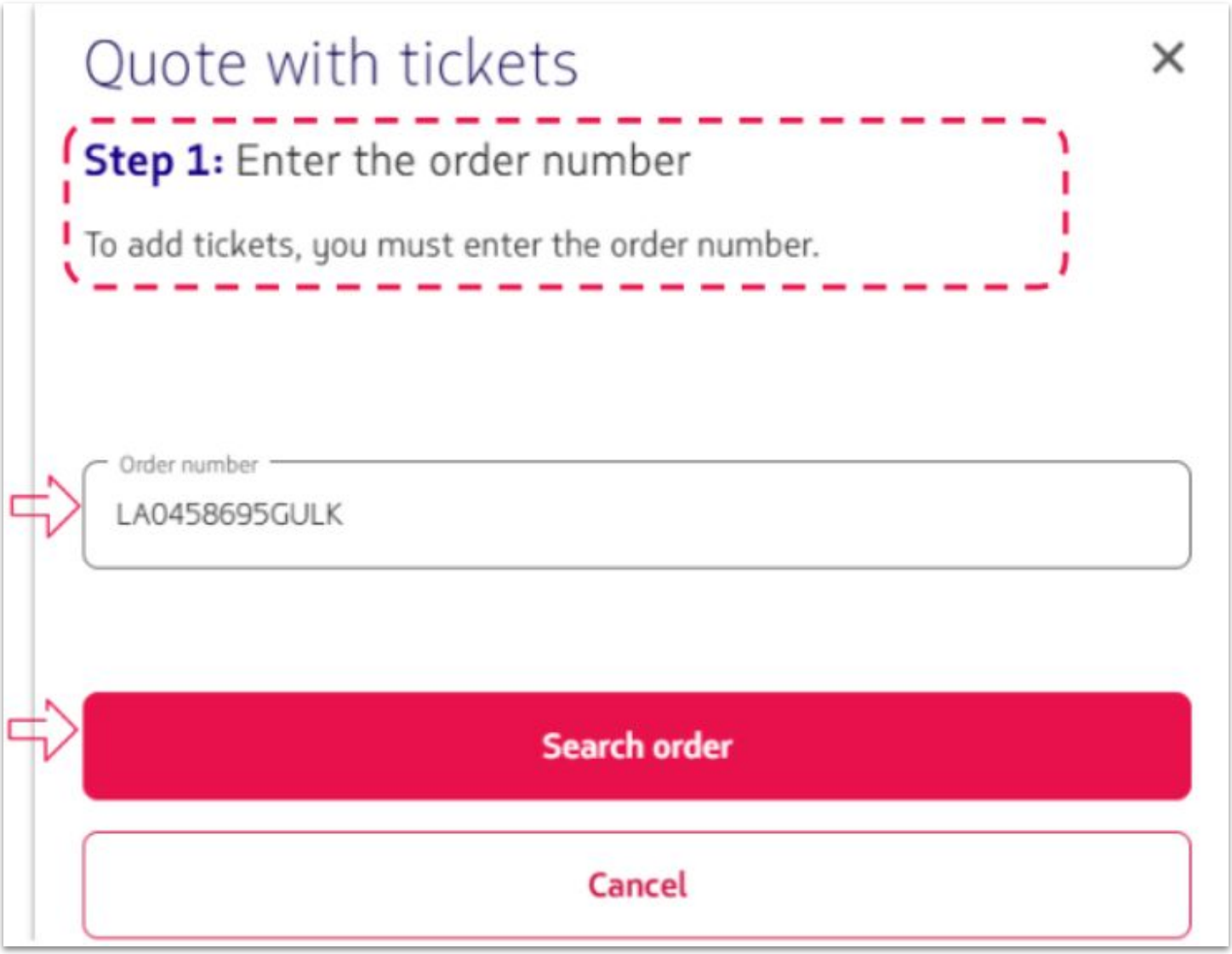
In the payment step, select the "Quote" option (quoting option for reissuance).



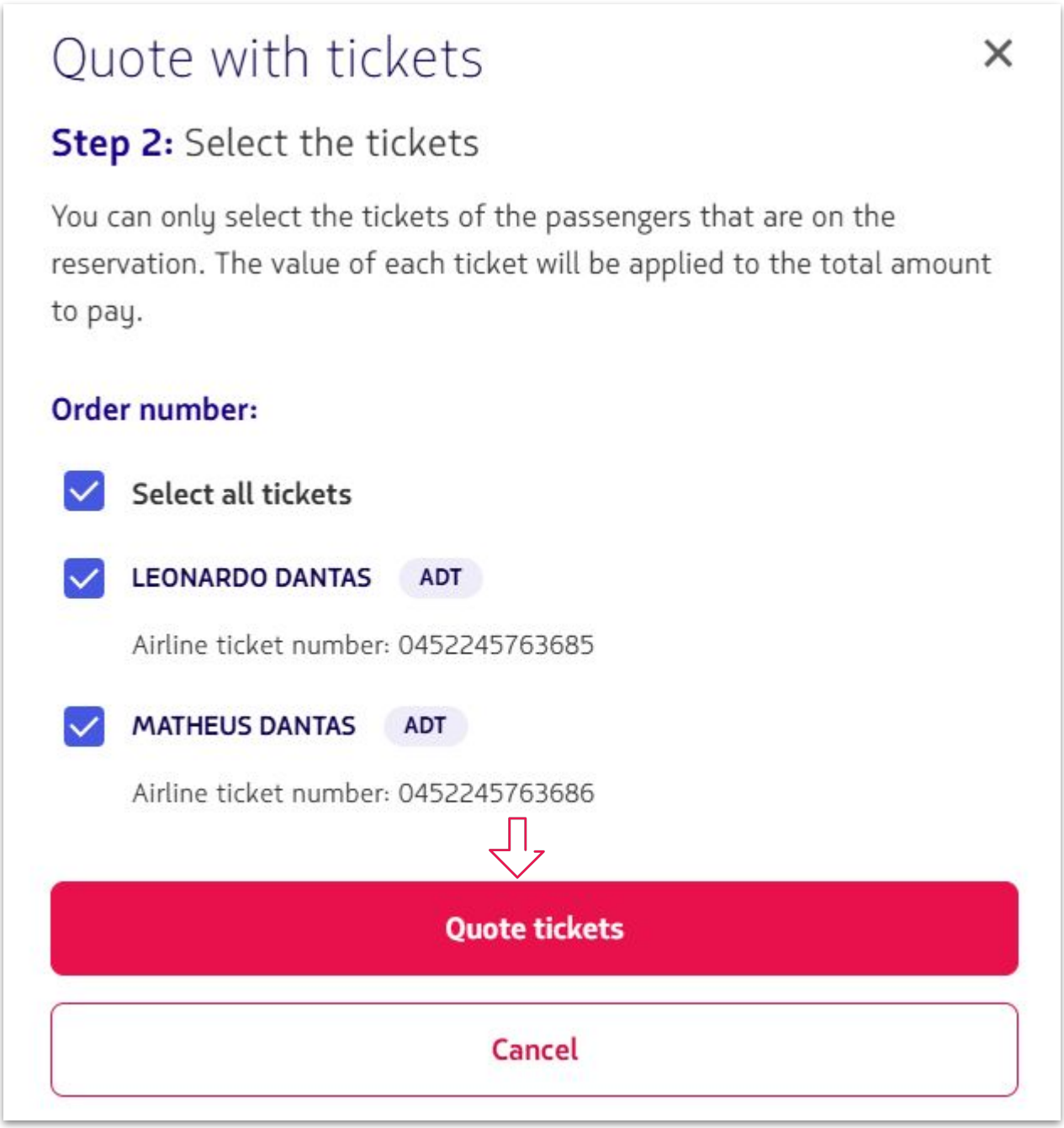
2.Enter the number of the original issued order that will be used as credit for the quote and click on "Search order."

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



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



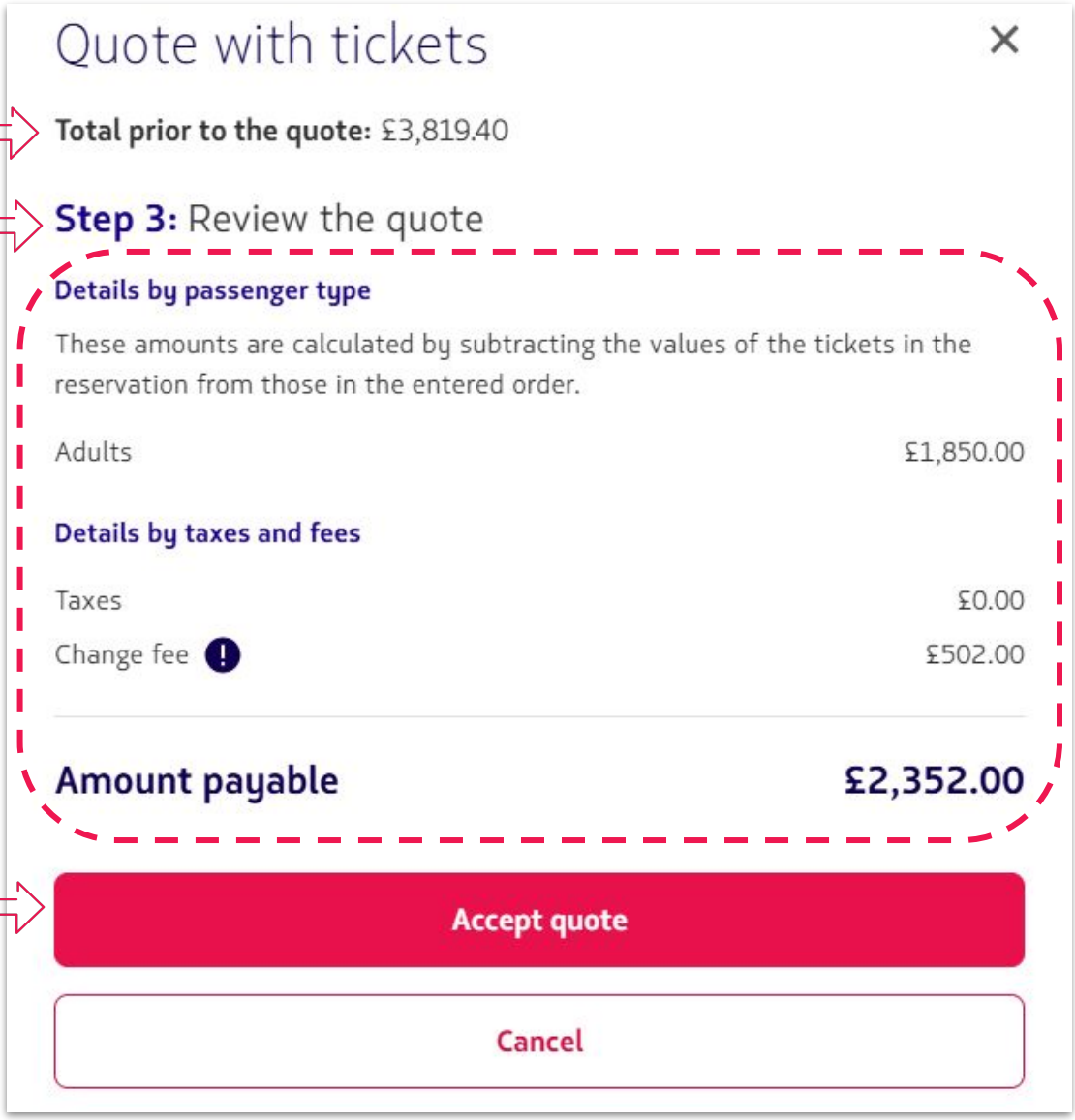
All tickets linked to the order will be displayed.
You can only proceed if at least one coupon from the selected tickets has status OK or CTRL.

4. The following will be displayed on the screen:

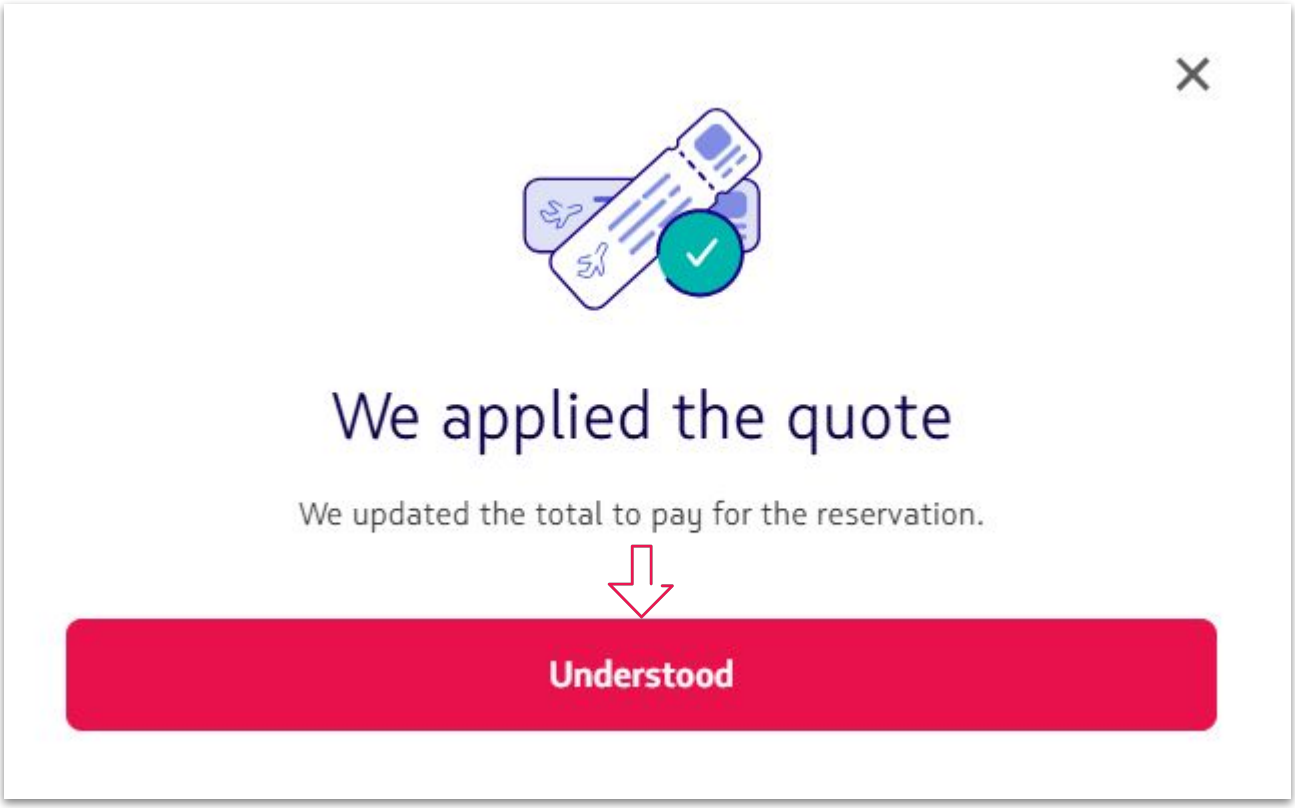
- Total value of the new booking: Total before pricing for all passengers.
- Breakdown by passenger type: Fare difference, value of the tickets from the order entered as the form of payment, and the value of the new booking/order for all passengers.
- Rebooking fee: Penalty amount for all passengers.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

To continue, click on "Accept quote."

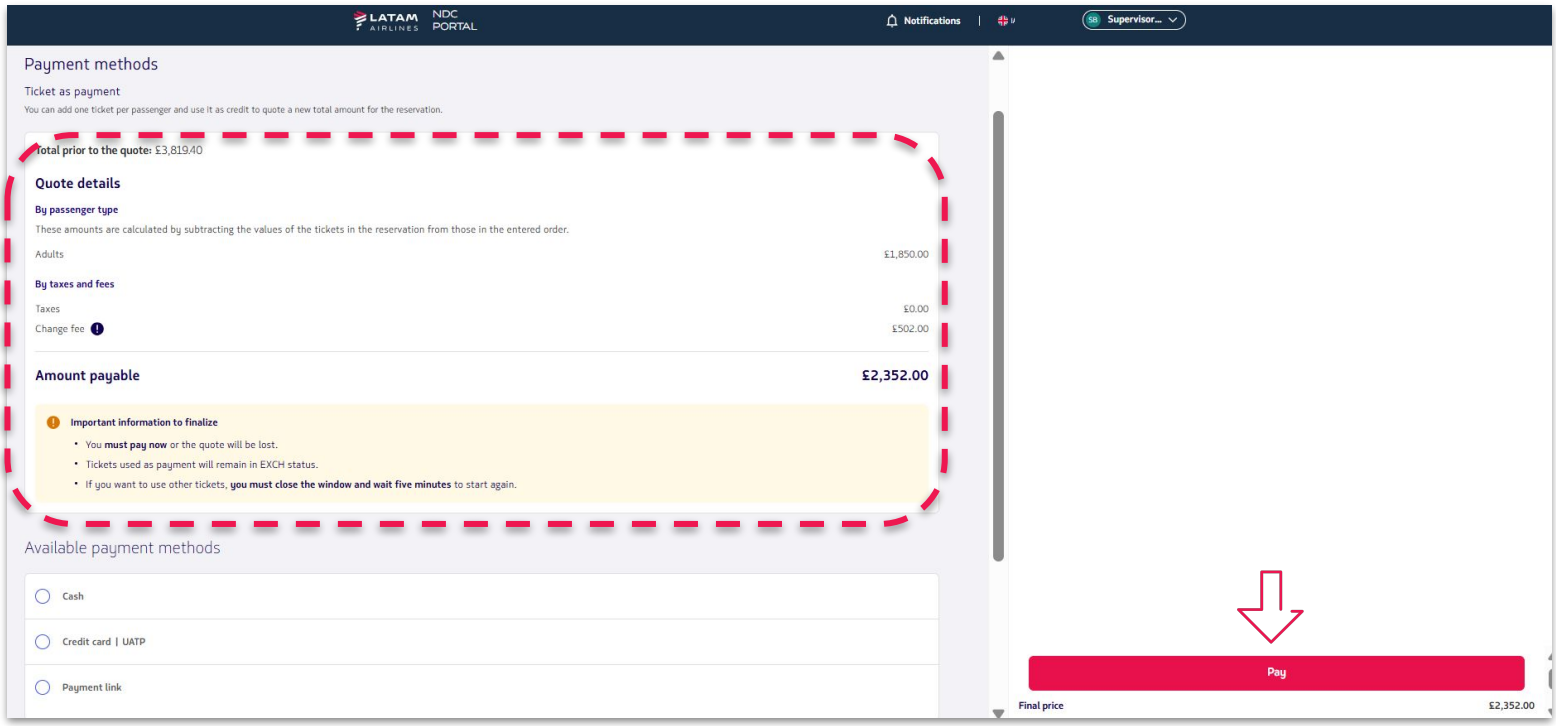
Important: By accepting the quote, the ticket used as the form of payment will **NOT** be processed as an exchange.



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



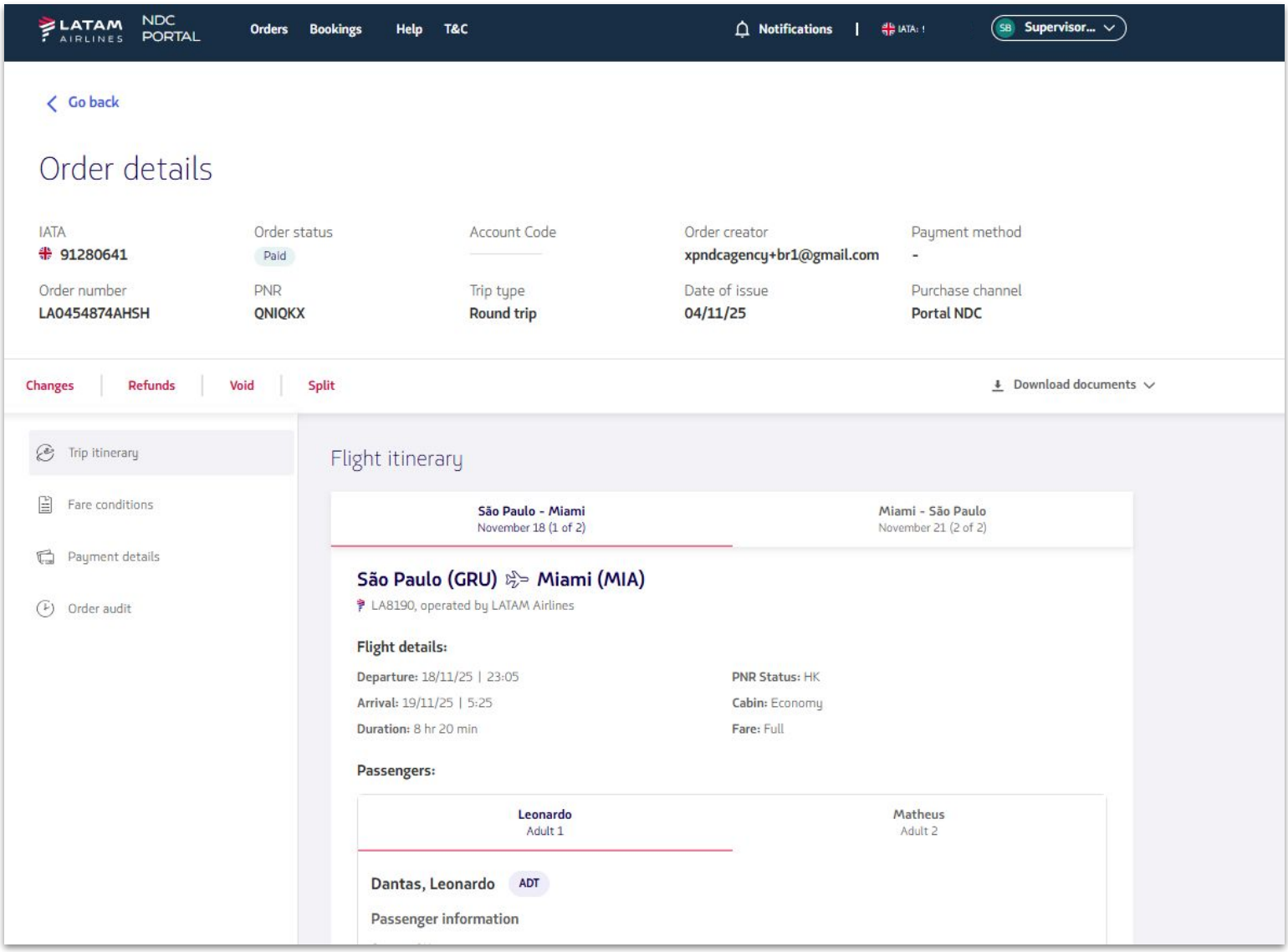
6. Review the values/amounts, select the form of payment, accept the "terms and conditions," and finalize by clicking "Pay."



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


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