



VOLUNTARY REISSUE - PORTAL NDC

Update: July 2026

VOLUNTARY REISSUE - NDC PORTAL

Regular voluntary reissue flow within the same booking. The process may be completed up to 72 hours after the no-show of the last segment.

Scenarios included in the regular voluntary reissue process

- Change of date and flight with the same origin and destination
- Change of origin and destination (OD) (no flown segment)
- Penalty waiver with automatic approval waiver (Courtesy and Policy)
- Order change with prior SPLIT (reissue processes mentioned above)

1. After “logging” in on the home page, click on the “Changes and Reissues” option

The screenshot displays the LATAM NDC PORTAL interface. On the left is a sidebar with navigation links: Home, Orders, Bookings, Reports, and Notifications. The main content area is divided into two sections. The top section, titled 'Search', contains a text input field labeled 'Enter the order number' and a red button labeled 'Go to detail'. A red arrow points from this button to the 'Changes and Reissues' option in the 'Quick actions' menu on the right. The bottom section, titled 'Buy or reserve flights', includes tabs for 'One-way', 'Round trip', and 'Multi-city'. It also features a dropdown menu for 'Economy' and a dropdown for '1 passenger'. Below these are input fields for 'Origin' (labeled 'Enter an origin'), 'Destination' (labeled 'Enter a destination'), 'Departure date' (labeled 'Select the day'), 'Return date' (labeled 'Select the day'), and 'Account code' (labeled 'Enter the code'). A red 'Search' button is positioned at the bottom of this section. The 'Quick actions' menu on the right lists various options: 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. Each option has a corresponding icon and a right-pointing arrow.

2. Enter the Order/Booking to be modified 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

LA0458911HBZL

⇒

Last name

DANTAS

↓

Continue

If you click on the **“Orders”** option, you will find the complete list of all issued orders. On this screen, you can select or search for the order you want to change. Once you have located it, click on the three dots and select the **“Changes and Reissues”** option.

LATAM AIRLINES NDC PORTAL

Home | **Orders** | Bookings | Reports | Notifications

Search: Enter the order number **Go to detail**

Buy or reserve flights

One-way | **Round trip** | Multi-city | Economy | 1 passenger

Origin: Enter an origin | Destination: Enter a destination

Departure date: Select the day | Return date: Select the day | Account code: Enter the code

Search

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

LATAM AIRLINES NDC PORTAL | Orders | Bookings | Reports | Help | T&C | Notifications | SB Supervisor...

Management of issued orders

Download reports: Tickets | Coupons

Order number, passenger's last name, PNR, IATA: | Date of issue from: dd/mm/yyyy | Date of issue until: dd/mm/yyyy | Show by: All orders | **Apply filters**

816 orders in total | Clear filters

Filter by: Issued | Paid | Voided | Refunded | Expired | Debt

Voluntary changes and reissues not available for multi-city trips
To modify these orders, create a new reservation and use the order's tickets as the payment method.

IATA	Order no.	Status	PNR	Issuance	Flight date	Type	Itinerary	Passenger
91280641	LA0458911HBZL	Paid	SOYCXG	21/07/26	17/08/26	OW	MIA-GRU	DANTA... +2 passengers

Dropdown menu for selected order:

- Details
- Changes and reissues**
- Refund
- Void

3. The screen below will be displayed with the Order and Last Name fields already completed. To continue, click the “Search” button

LATAM AIRLINES NDC PORTAL

Orders Bookings Reports Help T&C

Notifications | SB Supervisor...

Changes and reissues

Enter the order data.

Order Number
LA0458911HBZL

Passenger last name
DANTAS

[Where to find it?](#)

Search

Important: Review the change conditions shown on the left side of the screen.

If you want to change the route, enable the option highlighted below and complete the fields with the new origin, destination, and dates.

LATAM AIRLINES NDC PORTAL

Orders Bookings Reports Help T&C

Notifications | SB Supervisor...

Change flights

Order Number: LA0458911HBZL

Miami (MIA) to São Paulo (GRU) | 3 Passengers | One-way

☒ Disable route change

New origin New destination

Change the dates of the flights

Select the date of the flight you need to change and continue to select the fare and time.

Original departure date: 17/08/26

When changing your flight, you will only have to pay the price difference (if applicable).

New departure date
dd / mm / aaaa

4. To continue with the date and time change, select the new date and click “Continue.”

NDC PORTAL

OrdersBookingsReportsHelpT&C

Notifications

Supervisor...

Conditions of the change

Keep this information in mind before making changes to this order:

- If the order includes **seats and priority boarding**, they will be refunded to the original payment method once the change has been made.
- If there is **additional baggage** beyond what is included in the fare, it will be added to the new flights. For orders with a route change, the amount will be refunded to the original payment method.
- Ticket changes will apply to all passengers on the order.

The route change will apply to the entire order. If the order is for an international flight, the route change must also be international. If the order is for a domestic flight, the change must be domestic and respect the country of origin.

If the first segment has been flown, you can only change the date of the segments that are still available.

[Go back](#)

Change flights

Order Number: LA0458911HBZL

Miami (MIA) → São Paulo (GRU) | 3 Passengers One-way

☐ Enable route change

Change the dates of the flights

Select the date of the flight you need to change and continue to select the fare and time.

Original departure date: 17/08/26

When changing your flight, you will only have to pay the price difference (if applicable).

New departure date:

23/07/2026

Continue

Important: In a reissue made through the regular flow, the change will be applied to all passengers in the order.

If you wish to reissue only one of the passengers, it is necessary to perform the SPLIT (PNR division) before carrying out the process.

5. On this screen, the available flight options are displayed, along with the corresponding fare difference amounts to be paid for the reissue. On the right side of the screen, the information for the original flight and the fare families (brand) of the new flight are also shown.

The total amount to be paid corresponds to all passengers in the order.

After selecting the desired flight, click “Continue” to proceed.

LATAM
AIRLINES

NDC
PORTAL

[Orders](#)
[Bookings](#)
[Reports](#)
[Help](#)
[T&C](#)

Notifications

SB Supervisor...

Choose a fare and time for the flights

Information about the change

- There may be a fare difference in the new flights, resulting in a **refund or amount due**.
- The change **will affect all passengers on the order**.

Details of the new flight

Miami, MIA - United States
São Paulo, GRU - Brazil

Departure: 23/07/26

[Change](#)

Filter by: **Full**
Sort by: **Lower price**

Fare Full
[See fare details](#)

Departure: [Direct](#)

10:35 MIA

Duration
8 h 25 min

20:00 GRU

Difference payable
£419.00
Per adult, before the change fee

Selected

Fare Full
[See fare details](#)

Difference payable
£419.00

Summary of the original flight

Departure Light

Miami (MIA)

17-08-2026

10:35

São Paulo (GRU)

17-08-2026

20:00

New outbound flight

Departure Full

Miami (MIA)

23-07-2026

10:35

São Paulo (GRU)

23-07-2026

20:00

Difference payable per adult
£419.00
Before the change fee

Continue

Change calculation

7. Next, select a payment method, accept the “Terms and Conditions,” and click “Confirm.”

LATAM
AIRLINES

NDC
PORTAL

Notifications |

SB Supervisor... ▾

Payment method

☒ Cash ←

☐ Credit card | UATP

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.

☐ Add information

↓

☒ Accept the purchase [Terms and Conditions](#) ↗

Confirm ←

Summary of the original flight

Departure Light	
Miami (MIA)	São Paulo (GRU)
17-08-2026	17-08-2026
10:35	20:00

New outbound flight

Departure Full	
Miami (MIA)	São Paulo (GRU)
23-07-2026	23-07-2026
10:35	20:00

8. After the payment is confirmed, you will be directed to the “Purchase Details” page, where you can review the information for the new flight and the tickets, as well as download the purchase receipt or send the details by email using the “Send Details” option.

Order details

IATA ✚ 91280641	Order status Paid	Account Code	Order creator xpndcagency+br1@gmail.com	Payment method Not available
Order number LA0458911HBZL	PNR SOYCXG	Trip type One-way	Date of issue 21/07/26	Purchase channel Portal NDC

Changes | Refunds | Void

✉ Send details | 📄 Download details

Order information

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

Flight itinerary

Miami - São Paulo
July 23 (1 of 1)

Miami (MIA) ➡ São Paulo (GRU)

✈ LA8195, operated by LATAM Airlines

Flight details:

Departure: 23/07/26 | 10:35
Arrival: 23/07/26 | 20:00
Duration: 8 h 25 min

PNR Status: HK
Cabin: Economy
Fare: Full

Passengers:

Leonardo
Adult 1Mariana
Child 1Matheus
Infant 1

Dantas, Leonardo ADT

Passenger information

Ticket number: 0452270343434
Status: OK
Email: email@email.com
Mobile number: +44 1155225522
Frequent flyer number: Add

Ancillaries

Voluntary reissue completed successfully!

