VOLUNTARY REISSUE - PORTAL NDC

Update: July 2026

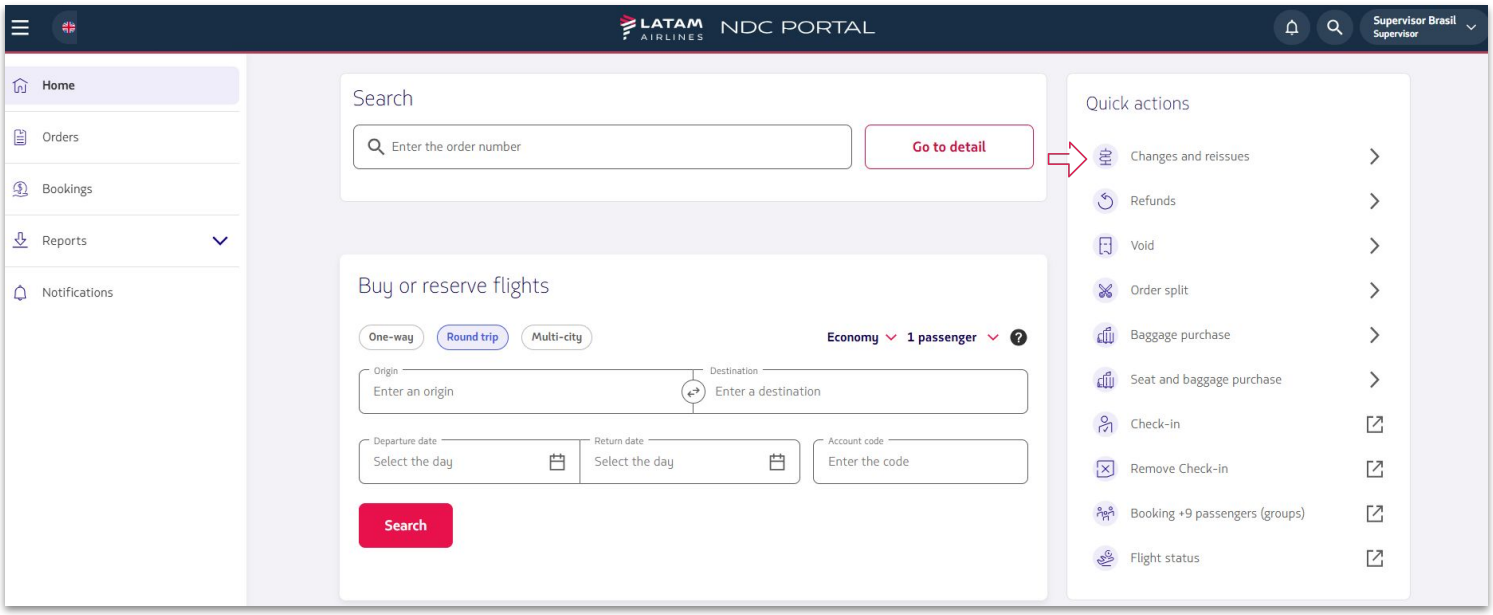
VOLUNTARY REISSUE - NDC PORTAL

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.

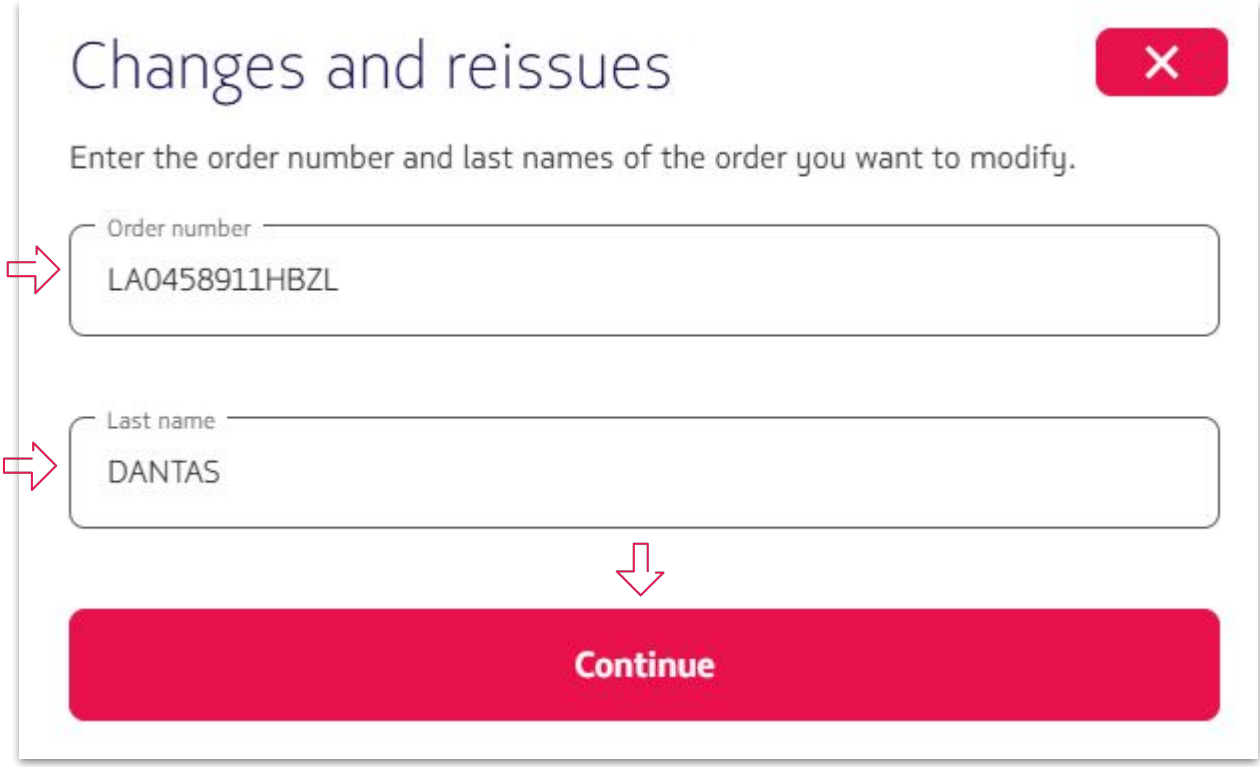
Scenarios included in the regular voluntary reissue process

- 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)

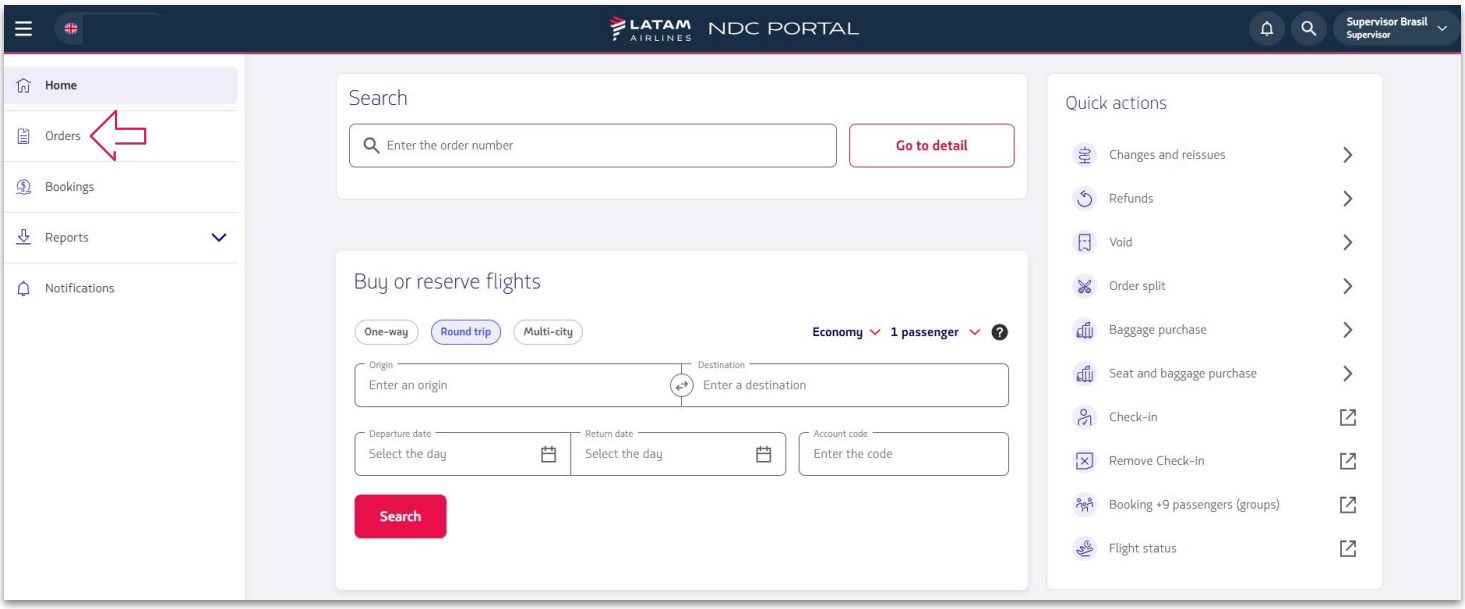
1. After “logging” in on the home page, click on the "Changes and Reissues" option

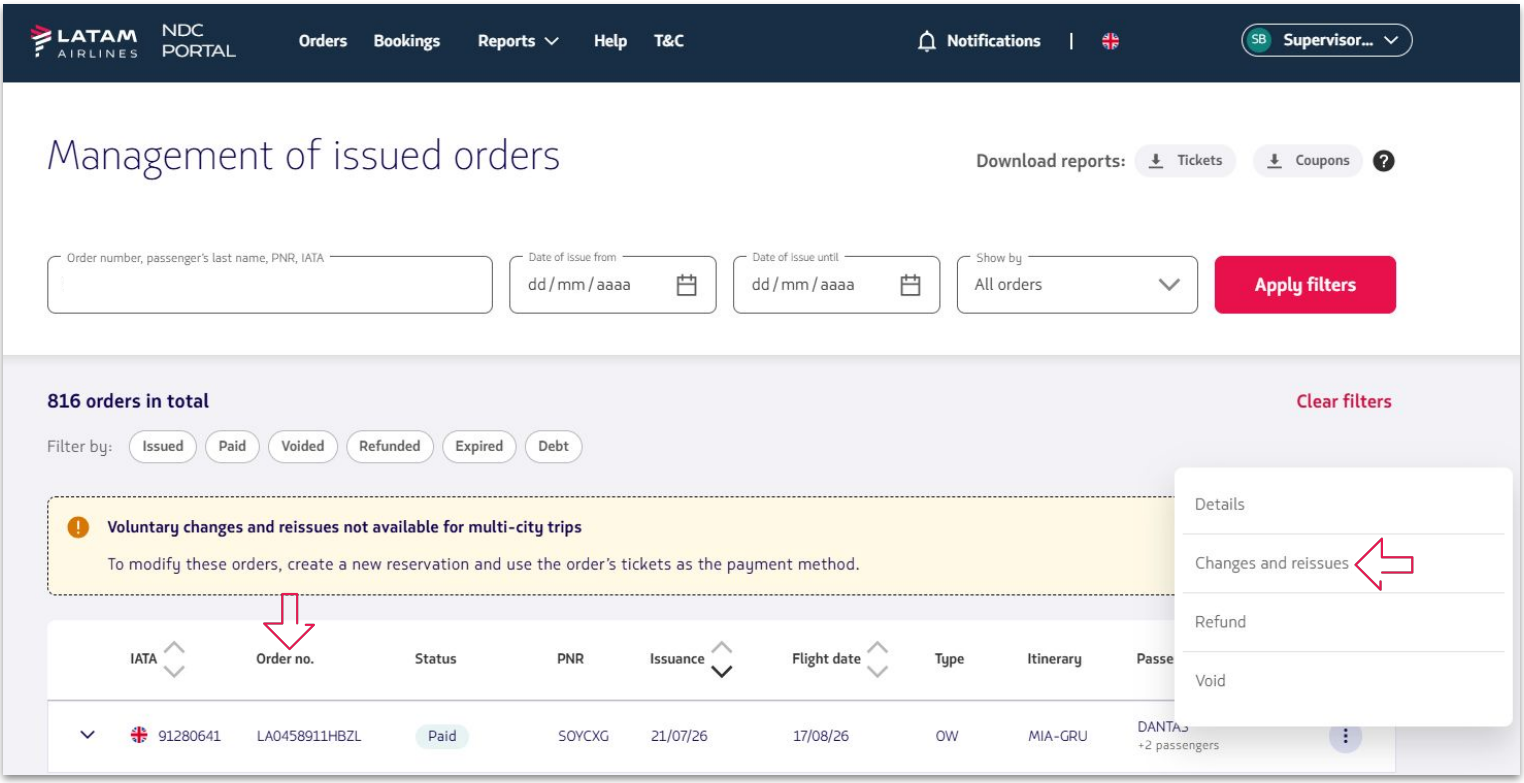


2. Enter the Order/Booking to be modified and the last name to access the Order, then click "Continue."

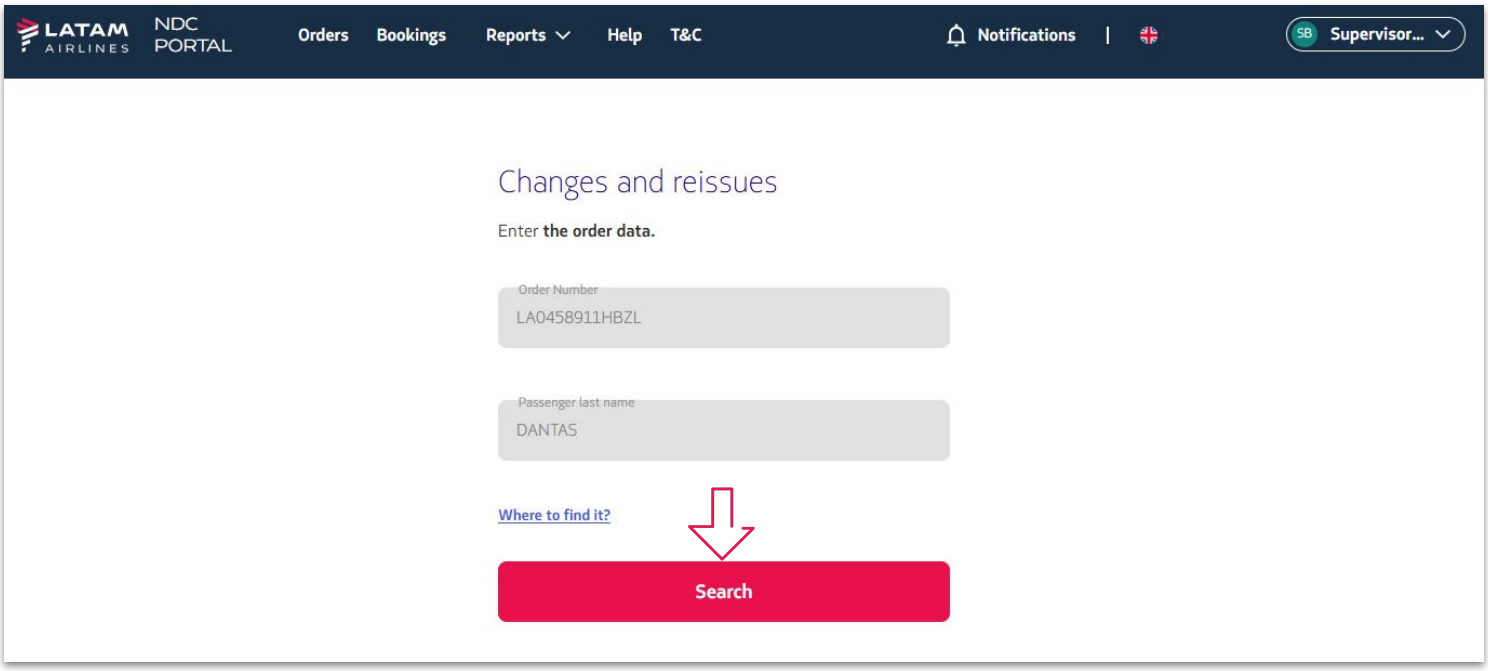


If you click on the "Orders" option, you will find the complete list of all issued orders. On this screen, you can select or search for the order you want to change. Once you have located it, click on the three dots and select the "Changes and Reissues" option.



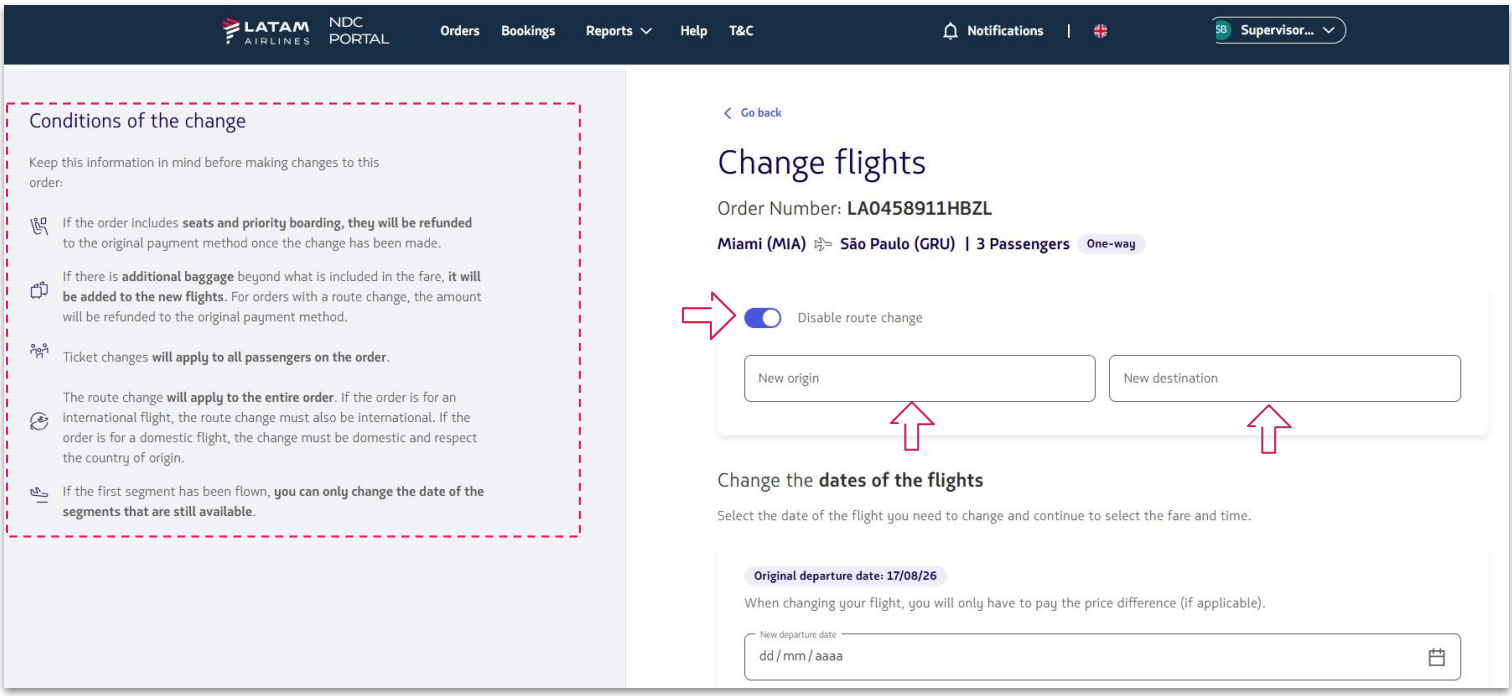


3. The screen below will be displayed with the Order and Last Name fields already completed. To continue, click the "Search" button

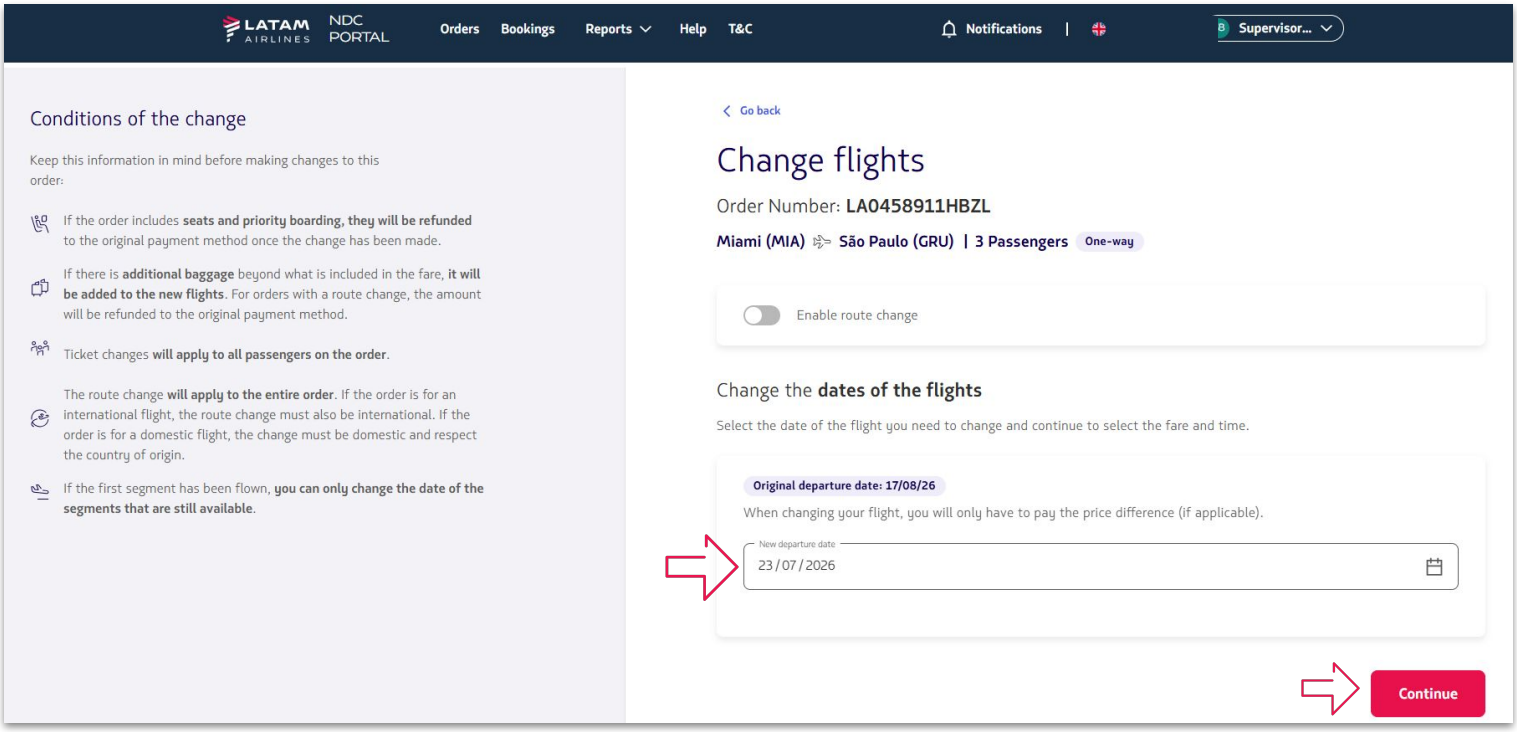


Important: Review the change conditions shown on the left side of the screen.

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



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



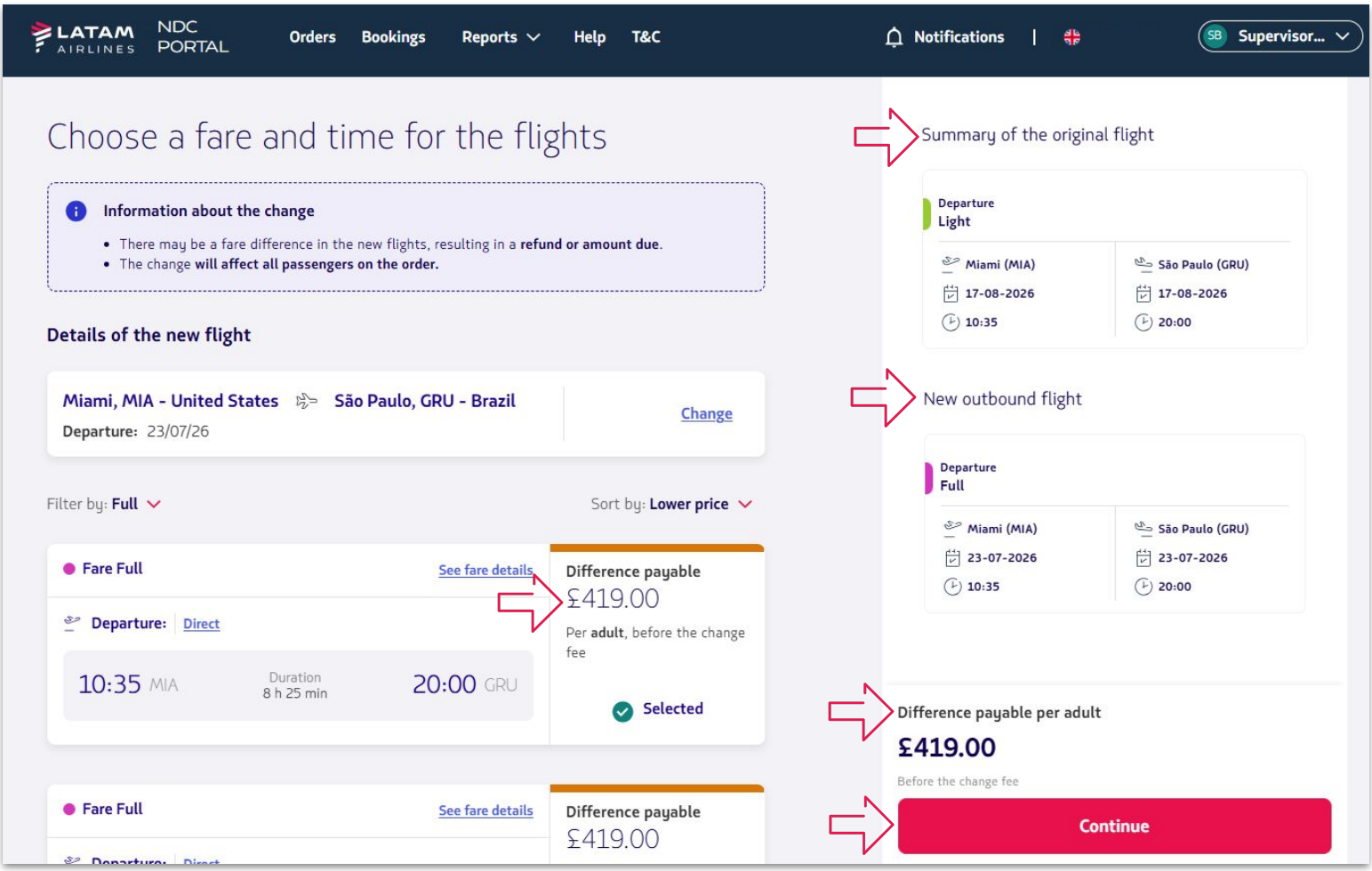
Important: In a reissue made through the regular flow, the change will be applied to all passengers in the order.

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

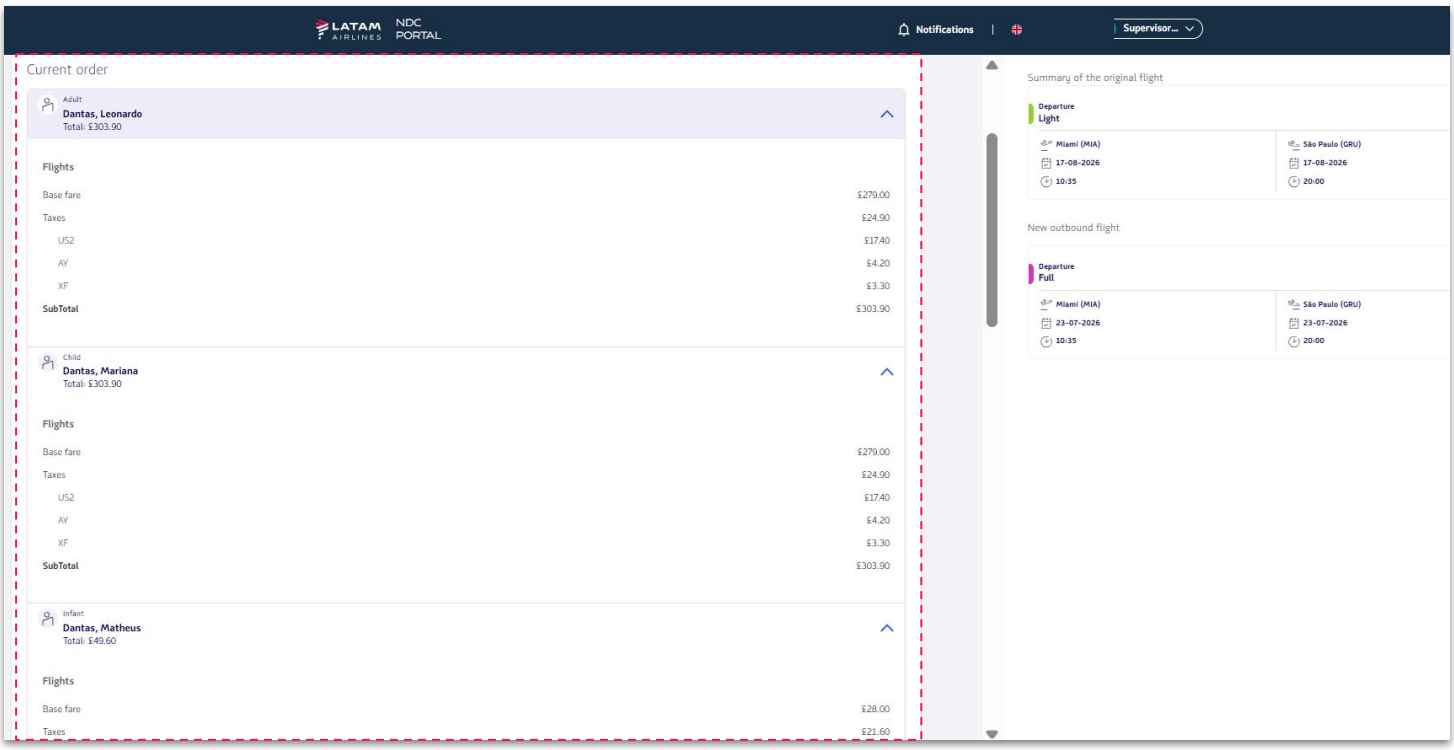
5. On this screen, the available flight options are displayed, along with the corresponding fare difference amounts to be paid for the reissue. On the right side of the screen, the information for the original flight and the fare families (brand) of the new flight are also shown.

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

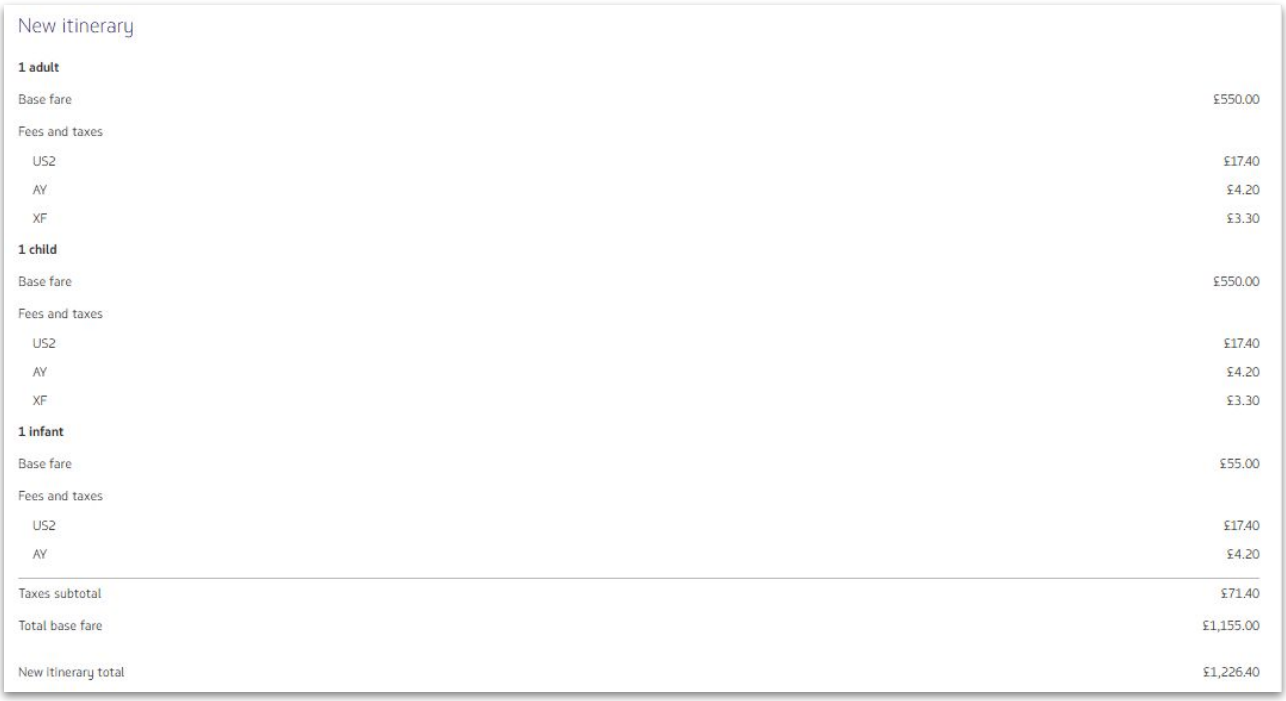
After selecting the desired flight, click "Continue" to proceed.



6. In the reissue details, the values of the original fare and the breakdown of taxes will be displayed. Original Fare (Original Ticket): Passenger and tax breakdown: when this section is expanded, the taxes paid individually by each passenger in the initial purchase are shown.



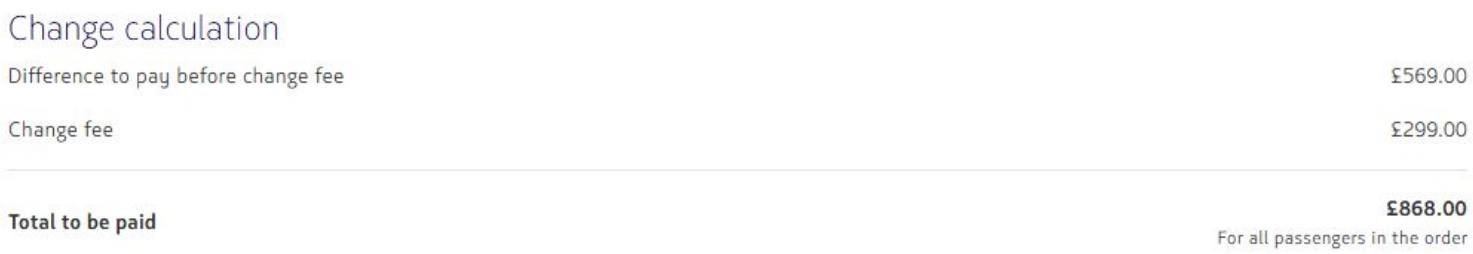
New Fare (Selected New Flight): Breakdown by passenger type and taxes: in the new fare quote section, the applicable taxes for each passenger type (adult/child/infant) will be shown in detail.



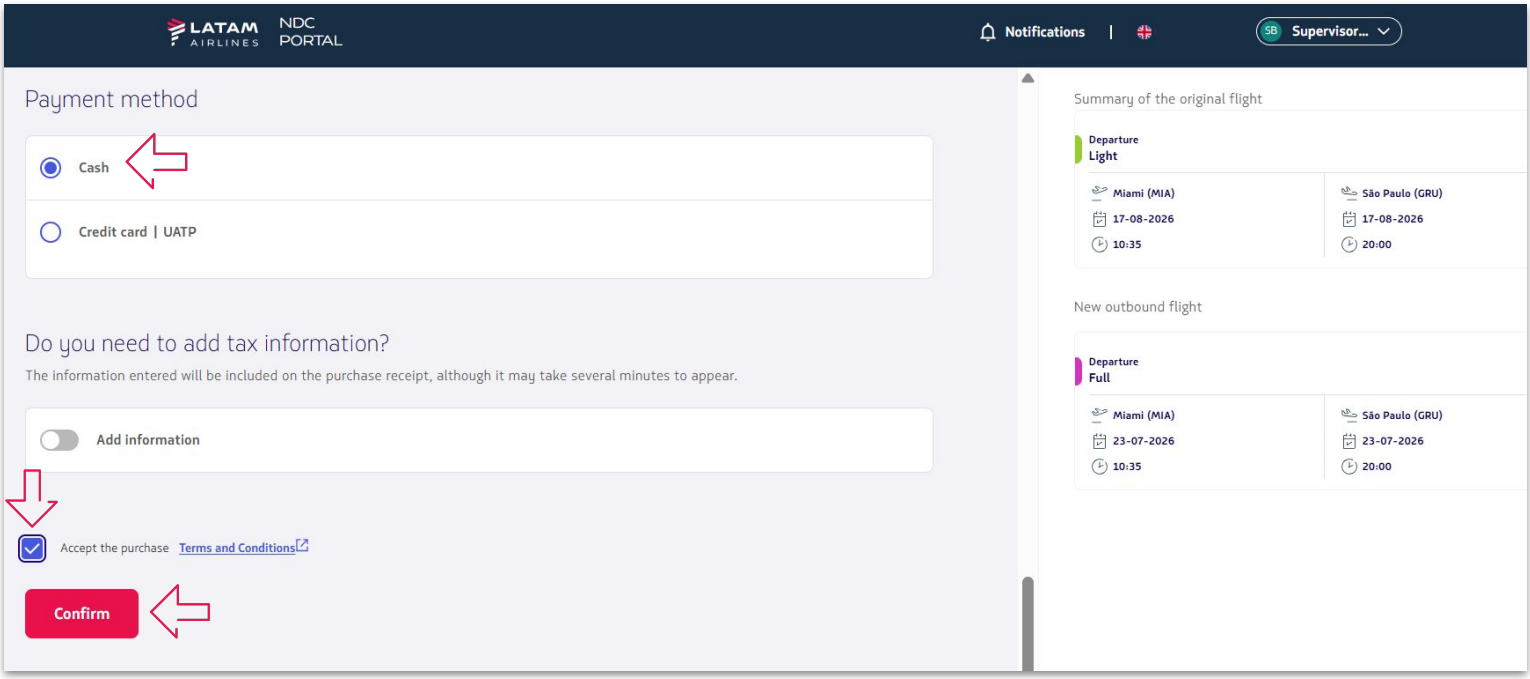
New itinerary

1 adult	
Base fare	£550.00
Fees and taxes	
US2	£17.40
AY	£4.20
XF	£3.30
1 child	
Base fare	£550.00
Fees and taxes	
US2	£17.40
AY	£4.20
XF	£3.30
1 infant	
Base fare	£55.00
Fees and taxes	
US2	£17.40
AY	£4.20
Taxes subtotal	£71.40
Total base fare	£1,155.00
New itinerary total	£1,226.40

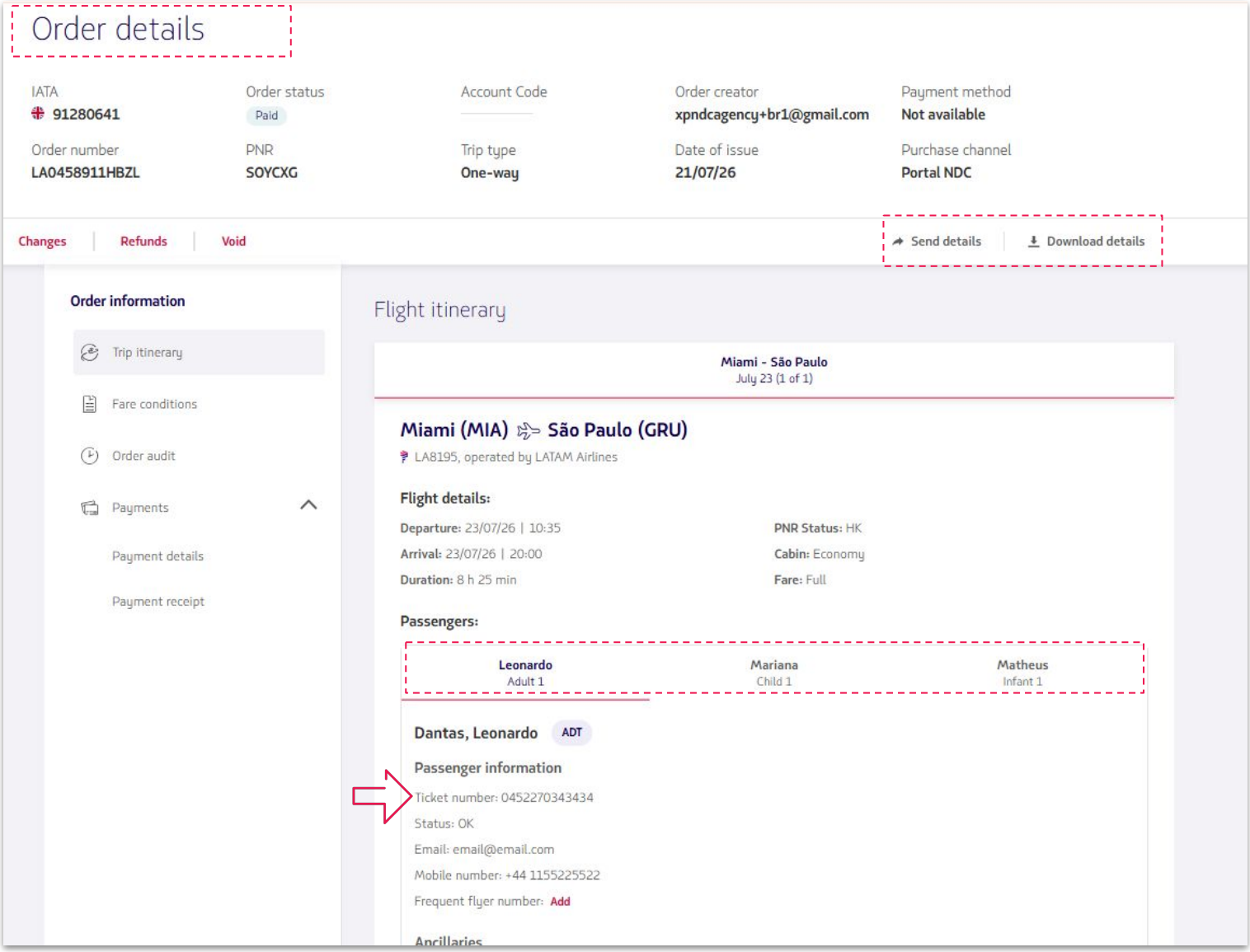
In the change calculation (total reissue amount), the total amounts to be paid for all passengers in the order will be displayed, including the fare difference, the change penalty, and the total amount.



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



8. After the payment is confirmed, you will be directed to the "Purchase Details" page, where you can review the infor
mation 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.



Voluntary reissue completed successfully!

LATAM
AIRLINES