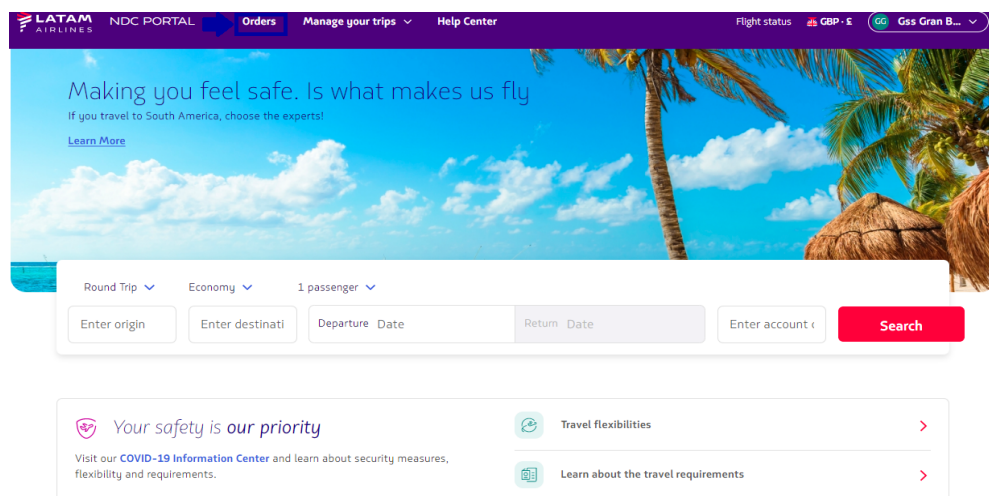


Step by step to perform the VOID (Cancel ticket) NDC Portal

- Possible to do the process on the same day of purchase until 23:59

1. After logging in, on the homepage click on the **“Orders”** option



2. Display in the list which ticket must be canceled (VOID)

Remember that to locate the details of the Order (Route/Passenger name/ticket), just click on the ↓ in front of each Order

Orders

Order N°

Passenger's Last Name

Search

Where do I find them?

Download

IATA	Order ID	Status order	Reservation date	Issue date	Payment method	Country code	Amount	Origin - Destination	Origin order	PNR	Email	Actions	
▼	91280641	LA0450792COVI	Fulfilled	26-01-23	26-01-23	Credit Card	GB	GBP 1031.01	LHR - GRU	NDC UI	OQFAWF	xpndcagency+gssgb@gmail.com	⋮
▼	91280641	LA0455301KXK	Voided	24-01-23	24-01-23	Credit Card	GB	GBP 784.20	MAD - GRU	NDC UI	PGZNAX	xpndcagency+gssgb@gmail.com	⋮
▼	91280641	LA0450726FZKD	Voided	24-01-23	24-01-23	Credit Card	GB	GBP 914.91	LHR - LIM	NDC UI	PGZJHY	xpndcagency+gssgb@gmail.com	⋮
▼	91280641	LA0452135QSKK	Fulfilled	23-01-23	23-01-23	Credit Card	GB	GBP 1845.01	LHR - SCL	NDC UI	PGYSXS	xpndcagency+gssgb@gmail.com	⋮
▼	91280641	LA04502288YOB	Fulfilled	23-01-23	23-01-23	Credit Card	GB	GBP 719.81	LHR - GRU	NDC UI	PUAFHF	xpndcagency+gssgb@gmail.com	⋮



- a. Once you have the order go to **"Actions"** click on the 3 dots and then on **"VOID"**

Orders

Order N° Passenger's Last Name

[Where do I find them?](#)

IATA	Order ID	Status order	Reservation date	Issue date	Payment method	Country code	Amount	Origin - Destination	Origin order	PNR	Email	Actions	
✓	91280641	LA0450792COYI	Fulfilled	26-01-23	26-01-23	Credit Card	GB	GBP 1031.01	LHR - GRU	NDC UI	OQFAWF	xprail.com	<div>Details Changes and reissues Refund Void</div>
✓	91280641	LA0455530IXKX	Voided	24-01-23	24-01-23	Credit Card	GB	GBP 784.20	MAD - GRU	NDC UI	PGZNAX	xprail.com	
✓	91280641	LA0450726FZKD	Voided	24-01-23	24-01-23	Credit Card	GB	GBP 914.91	LHR - LIM	NDC UI	PGZJHY	xprail.com	
✓	91280641	LA0452135QSKK	Fulfilled	23-01-23	23-01-23	Credit Card	GB	GBP 1845.01	LHR - SCL	NDC UI	PGYSXS	xprail.com	

3. On the VOID page click on **"Search"**

LATAM AIRLINES NDC PORTAL Orders Manage your trips Help Center Flight status GBP - £ Gss Gran B...

Void

Enter the order data.

Order Number

Passenger last name

[Where to find it?](#)

4. Read our Void conditions (VOID). Here you can also reconfirm the Order details: (Passenger name/trip details)

LATAM AIRLINES NDC PORTAL Orders Manage your trips Help Center Flight status GBP - £ Gss Gran B...

Void conditions

Keep this information in mind before doing the void of the order:

- The void will apply to all passengers in the order.
- The total amount of the purchase will be canceled and refunded to the payment method used when creating the order, including 100% of the boarding fees.
- If the order includes seats, baggage and preferential boarding, they will also be canceled and refunded to the original payment method.

Void of tickets

Order number: LA0450792COYI

The cancellation amount will be for the total value of the order.

Passengers (1)

Trip details

Amount to cancel

£1,031.01



5. To continue click on “Request void”

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Orders

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Help Center

Flight status

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Void conditions

Keep this information in mind before doing the void of the order:

- The void will apply to all passengers in the order.
- The total amount of the purchase will be canceled and refunded to the payment method used when creating the order, including 100% of the boarding fees.
- If the order includes seats, baggage and preferential boarding, they will also be canceled and refunded to the original payment method.

Void of tickets

Order number: **LA0450792COYI**

The cancellation amount will be for the total value of the order.

Passengers (1)

Trip details

Amount to cancel

£1,031.01

We will cancel and refund to the payment method used when creating the order:

- Visa ****4602

Request void

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Certifications by:

6. The void process (VOID) has been performed



The void of the tickets was requested

Order number: **LA0450792COYI**

✓ The cancellation and refund process will be reflected in the payment method used when creating the order.

Back home



7. In the “Orders” option it is also possible to identify the “Void” by status

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Orders

Order N°

Passenger's Last Name

Search

Where do I find them?

Download

IATA	Order ID	Status order	Reservation date	Issue date	Payment method	Country code	Amount	Origin - Destination	Origin order	PNR	Email	Actions	
▼	91280641	LA0450792COYI	Voided	26-01-23	26-01-23	Credit Card	GB	GBP 1031.01	LHR - GRU	NDC UI	OQFAVF	xpndcagency+gssgb@gmail.com	⋮

Void process (VOID) completed!