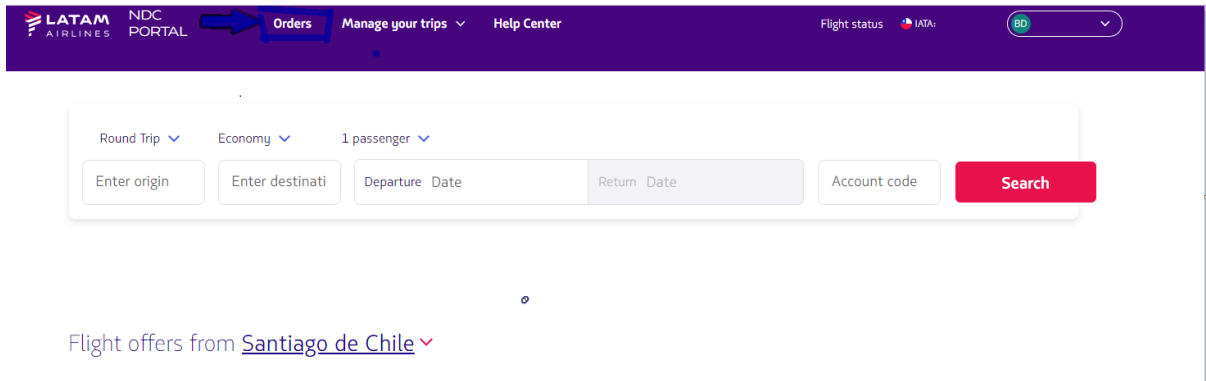


## How to make an involuntary reissue - NDC Portal

1. After logging, on the home page, click on the "Orders" option



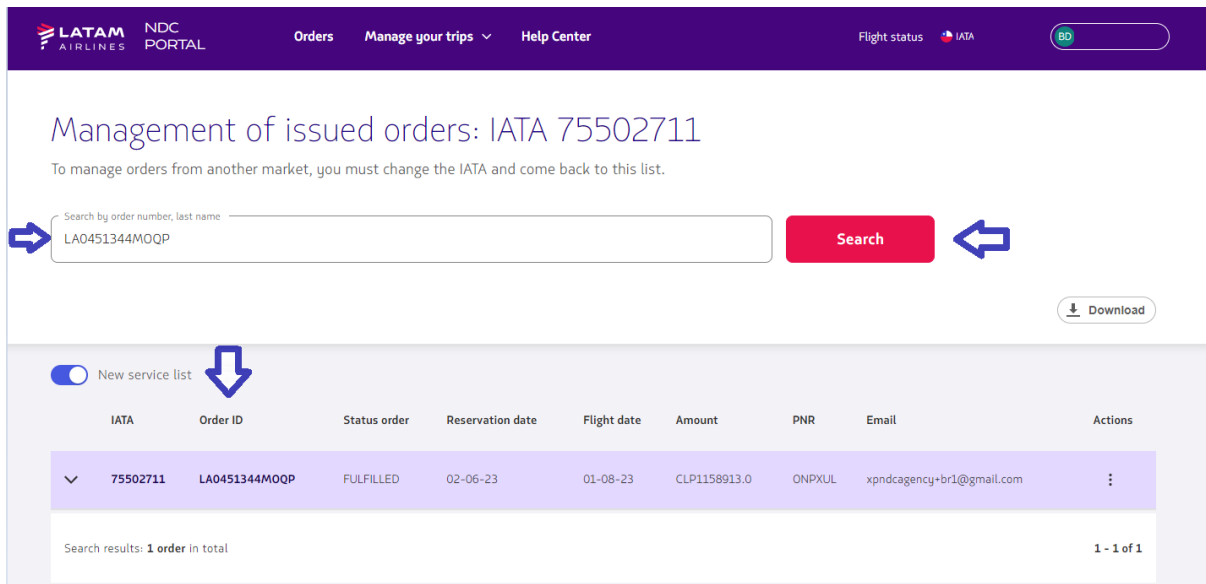
LATAM AIRLINES NDC PORTAL **Orders** Manage your trips Help Center Flight status IATA: 80

Round Trip Economy 1 passenger

Enter origin Enter destination Departure Date Return Date Account code **Search**

Flight offers from [Santiago de Chile](#)

2. Locate the Order/Reservation you want to modify in the list, or enter the Order Number to access the Order and click on "Search":



LATAM AIRLINES NDC PORTAL Orders Manage your trips Help Center Flight status IATA: 80

Management of issued orders: IATA 75502711  
 To manage orders from another market, you must change the IATA and come back to this list.

Search by order number, last name  **Search**

New service list

IATA	Order ID	Status order	Reservation date	Flight date	Amount	PNR	Email	Actions
75502711	LA0451344MOQP	FULFILLED	02-06-23	01-08-23	CLP1158913.0	ONPXUL	xpndcagency-br1@gmail.com	

Search results: 1 order in total 1 - 1 of 1

3. Select the three dots on the right side and click on details:

Management of issued orders: IATA 75502711

To manage orders from another market, you must change the IATA and come back to this list.

Search by order number, last name  
LA0451344MOQP

Search

- Details
- Changes and reissues
- Refund
- Void
- Download purchase receipt

IATA	Order ID	Status order	Reservation date	Flight date	Amount	PNR	Email
75502711	LA0451344MOQP	FULFILLED	02-06-23	01-08-23	CLP1158913.0	ONPXUL	xpndcagency+br1@gmail.com

Search results: 1 order in total

4. You can also access the Order by entering the Order Number and Surname, select the option “Manage” -> “Changes and Reissues”, fill in Order Number” and “Passenger Surname” and then click on “Search”

Trip to Sao Paulo

Order Nº: LA0451344MOQP | 1 Passenger

Add Baggage | Choose Seats | See more

**The flight has been canceled**

We are sorry for any inconveniences that may result from changing the flight. We are offering you the flexibility to choose any of these options and manage the trip:

- Reschedule the date of the trip, without any penalty or fare difference.
- Request a refund without any penalty.

Departure - Tuesday, August 01, 2023

LA9838  
9:30 PM  
Madrid  
MAD

Duration  
11 hr. 30 min.

4:00 AM<sup>-1</sup>  
Sao Paulo  
GRU

Detail

Cancelled flight

Trip management

Trip administrator  
XPNDCAGENCY+BR1@GMAIL.COM

Administrator

- Check passengers details
- Payment details
- Change flight tickets
- Ticket refund

Documents

Download purchase receipt

5. The "Affected" flight information will be displayed. -> Select "View departure flights":

**LATAM AIRLINES** NDC PORTAL    Orders    Manage your trips    Help Center    Flight status    10

### Choose an option for the trip

Since your trip has been modified, you can choose new flights at no cost.

Order number: LA0451344M0QP | 1

**Last affected flight**

Departure flight		08/01/23
Departure	<b>9:30 PM</b> MAD	Arrival
	Benjoo Int.	<b>---</b> GRU
		Guarulhos Int.
Cancelled flight		
Duration: 0h		

**New itinerary**

Departure flight		08/01/23
Departure	<b>9:30 PM</b> MAD	Arrival
	Benjoo Int.	<b>4:00 AM</b> GRU
		Guarulhos Int.
Duration: 12h 30m    Direct		

Arrival flight		08/01/23
Departure	<b>11:10 PM</b> GRU	Arrival
	Guarulhos Int.	<b>2:05 PM</b> MAD
		Benjoo Int.
Duration: 1h 30m    Direct		

Check the available flights and make a change at no cost.

**See outbound flights**

6. Select the new date and flight:

The screenshot shows the LATAM NDC Portal interface. At the top, there are navigation links: "Orders", "Manage your trips", and "Help Center". On the right, there are "Flight status" and "IATA" options. The main content area is titled "Choose a new outbound date for the flight". Below this, there is a date selection field for "Madrid to Sao Paulo" with the date "01/08/23" and a calendar icon. Below the date field, it says "Flights on Tuesday, August 01, 2023". Underneath, there is a flight card for a "Departure" from "MAD" at "11:35 PM" with a duration of "10h 20m" and arrival at "GRU" at "4:55 AM". The flight is labeled as "Direct". Three blue arrows point to the date field, the flight card, and the "Departure" label.

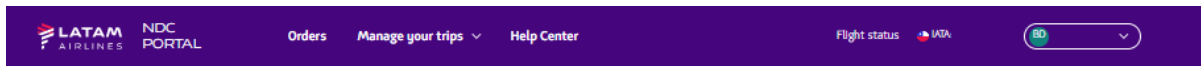
Information about the selected flight will be displayed, click on "Choose flight":

The screenshot shows a "Flight details" modal window. The title is "Flight details" with a close button (X) in the top right corner. Below the title, it says "Madrid to Sao Paulo". The flight details are displayed as follows:

- Departure: MAD 11:35 PM Barajas Intl.
- Duration: 10h 20m
- Arrival: GRU 4:55 AM Guarulhos Intl.

On the right side of the flight details, it shows the flight number "LA8065" and "773", and "Operated by LATAM Airlines". Below the flight details, there is a blue information bar that says: "Before confirming the change, you will see a summary with the original flight and the one you have chosen." At the bottom of the modal, there is a large red button labeled "Choose a flight".

7. After selecting the flight, the information of the canceled flight and the new will be displayed again. Accept the “Terms and Conditions” and then click on “Confirm Reservation Change”:



### Confirm the new itinerary

**Last affected flight**

Departure flight		08/01/23
Departure	<b>9:30 PM</b> MAD	Arrival
Barajas Intl.		<b>---:--</b> GRU
		Guarulhos Intl.
<b>Cancelled flight</b>		

**New itinerary**

Departure flight		08/01/23
Departure	<b>11:35 PM</b> MAD	Arrival
Barajas Intl.		<b>4:55 AM</b> <sup>-1</sup> GRU
		Guarulhos Intl.
<b>Flight pending confirmation</b>		

Duration: 10h 20m Direct

**Arrival flight** 08/31/23

Departure	<b>11:10 PM</b> GRU	Arrival
Guarulhos Intl.		<b>2:05 PM</b> <sup>-1</sup> MAD
		Barajas Intl.

Duration: 9h 55m Direct



I accept the [Terms and conditions](#)

**Confirm the change**

You can also check other flights and make a change at no cost:

8. After the confirmation, the message: "Reschedule has been done" and the information about the new flight will be displayed:

The screenshot shows the LATAM NDC Portal interface. At the top, there is a navigation bar with the LATAM logo, 'NDC PORTAL', and links for 'Orders', 'Manage your trips', and 'Help Center'. On the right, there is a 'Flight status' section with a LATAM logo and a '99' indicator. The main content area has a heading 'The flight change and baggage are ready'. Below this, a message states: 'However, we were unable to assign a seat to the new itinerary and you will need to do so through LATAM Trade as follows:'. A list of instructions follows: 'Enter the LATAM Trade page pais.', 'Open the LATAM chat found in the lower right corner.', and 'Select the operational inquiries option to contact an executive.'. A red button labeled 'Go to LATAM Trade' is provided. Below this, a message with a baggage icon says 'It might take some time for the baggage to be reflected in the trip details.'. A blue-bordered box highlights the 'New itinerary' section, which contains two flight segments: a departure flight from MAD to GRU on 08/01/23 at 11:35 PM, and an arrival flight from GRU to MAD on 08/31/23 at 2:05 PM. Both flights are direct and have durations of 10h 20m and 9h 55m respectively.

**Remember that the involuntary reissue must be done in accordance with the Passenger Protection Policy available at [Latamtrade.com](http://Latamtrade.com)**

**Involuntary reissue process completed!**