New feature
Web Devoluciones

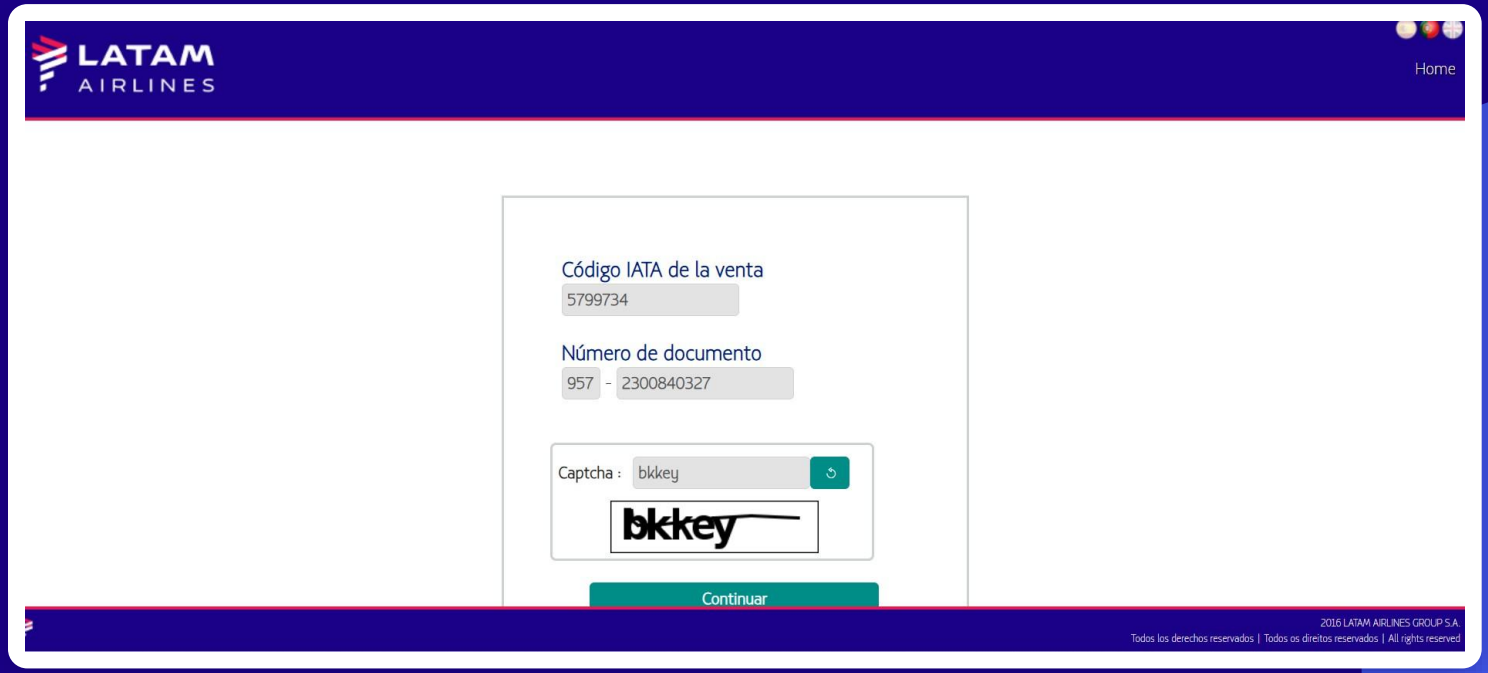
Refund with folio



Global Sales Support
November 2026

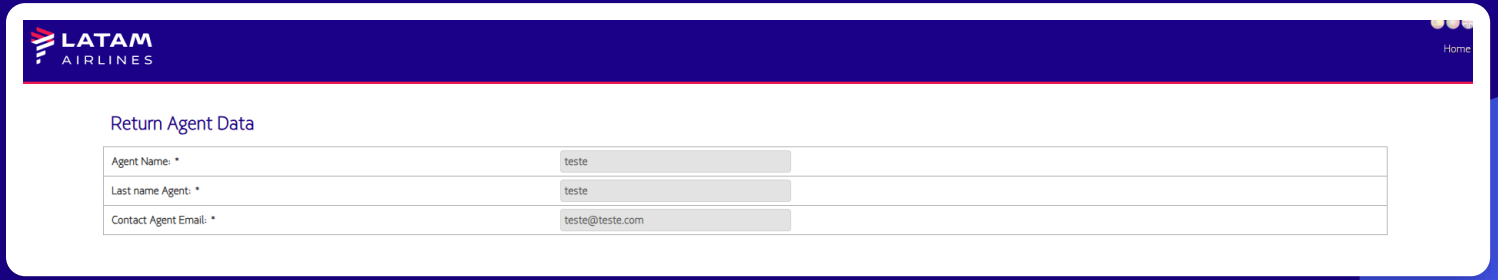
Step 1 of 5

After logging in to the Web Devoluciones Portal, enter the **IATA code** and the **ticket number**, and complete the captcha.



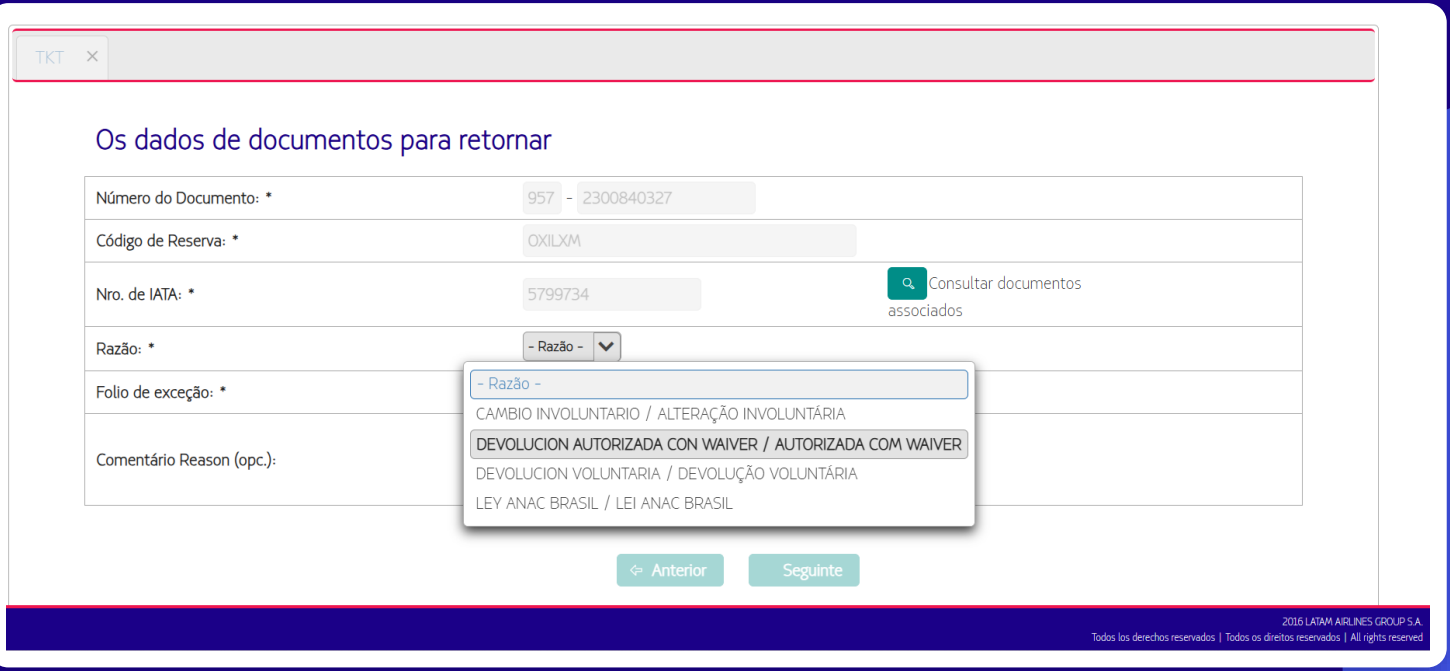
Step 2 of 5

On the next screen, enter your details, such as **first name, last name and email.**



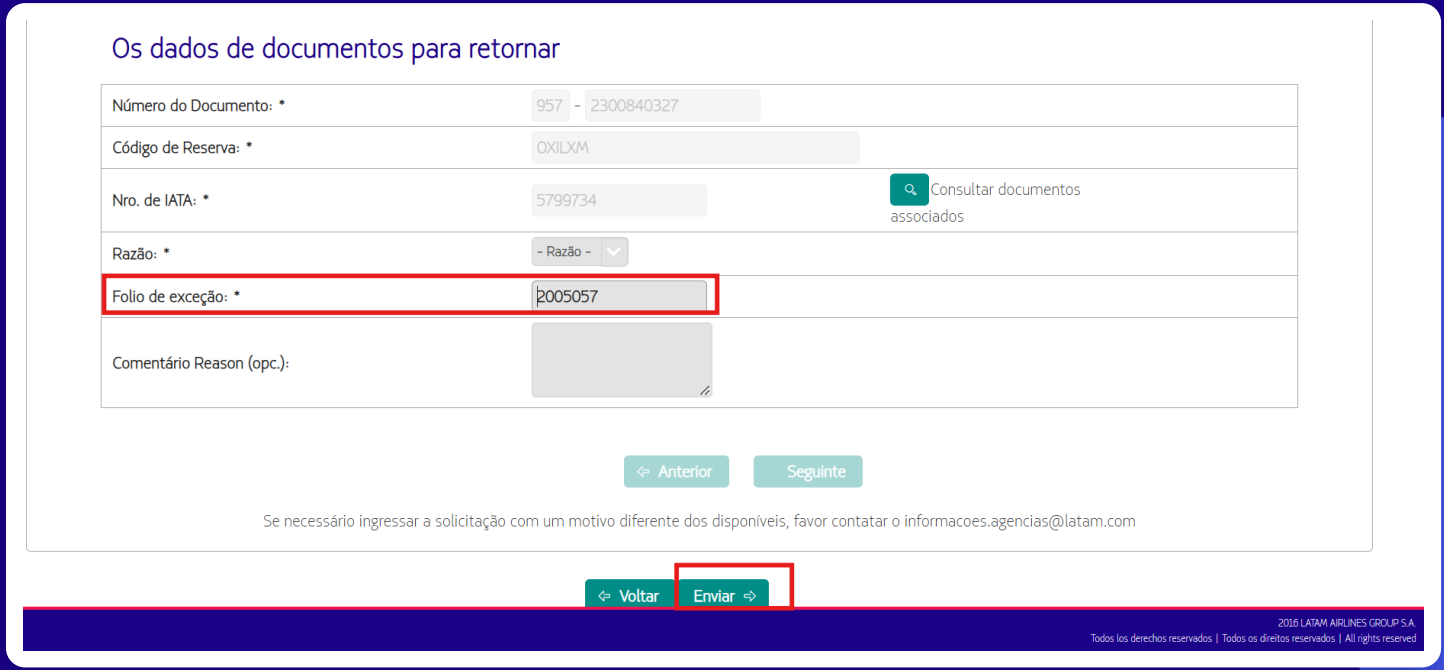
Step 3 of 5

To request a refund for a ticket with a folio, select the reason **“Devolucion Autorizada con Waiver”.**



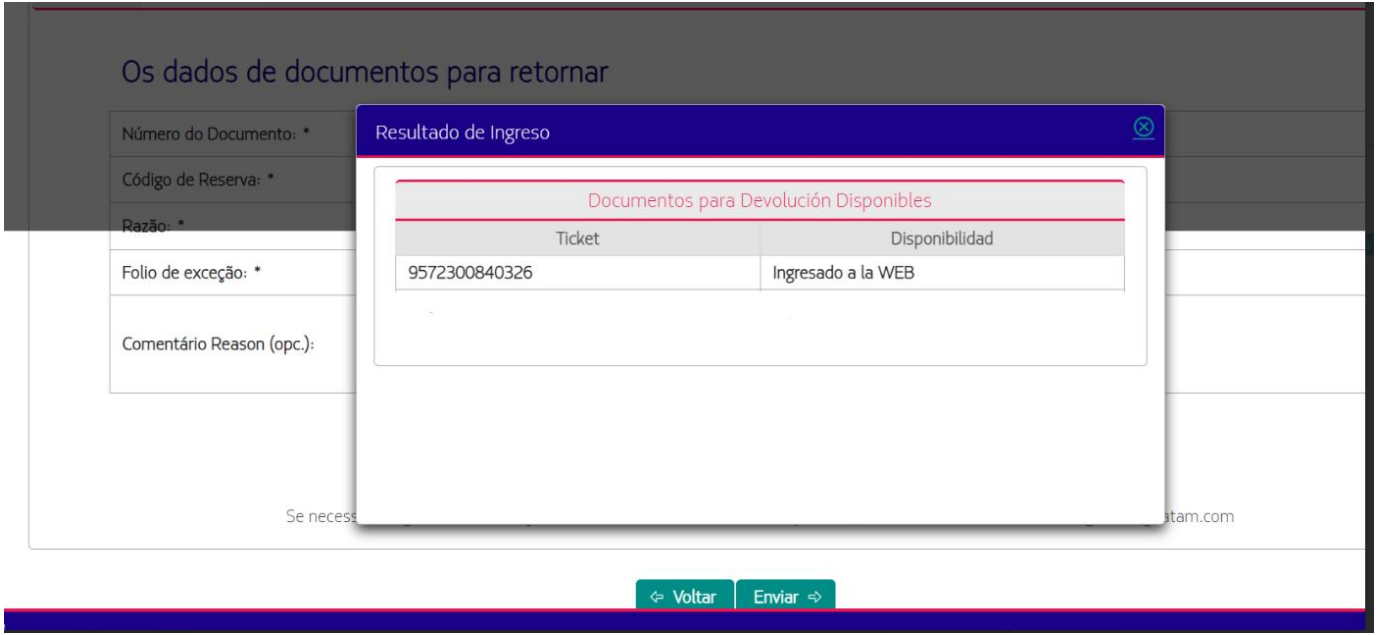
Step 4 of 5

Next, enter the folio number approved in the LATAM Trade Private Portal in the **“Folio de exceção”** field and click **“Enviar”**.



Step 5 of 5

The message **“Ingresado a la WEB”** will appear on the screen, indicating that the refund request was successfully submitted.



Important!

Make sure you enter the correct folio number for each ticket or EMD submitted.

For EMDs associated with tickets that have an authorized folio, use the same folio number as the ticket.

To request a refund for tickets issued through a GDS with a folio, use BSPlink. **Do not enter these tickets in Web Devoluciones.**

If you encounter errors in Web Devoluciones, request support by email: **informacoes.agencias@latam.com**

Thank you!



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