LATAM Trade Portal

Waiver Management to waive change and refund penalties through Courtesy waivers.

WELCOMING
NEW HEIGHTS

LATAM
AIRLINES

The new standard of autonomy in LATAM Trade

The penalty waiver module allows you to request waivers to waive penalties for cambio o reembolso, utilizando el presupuesto de la agencia, contemplando los siguientes flujos:

1 - Automatic requests : Waive penalties for **changes and refunds**. The system automatically validates the PNR, calculates the applicable penalty, and processes the request online.

2 - Manual requests: When a request does not meet the criteria for automatic processing, it is referred to LATAM Support or the Account Executive, depending on the request type.

Profiles authorized to request Policy waivers in LATAM Trade

Each profile has specific permissions

Administrator Master

End-to-end management: Responsible for managing the agency in LATAM Trade. Has permissions to manage waivers, Correct Name, and Queries.

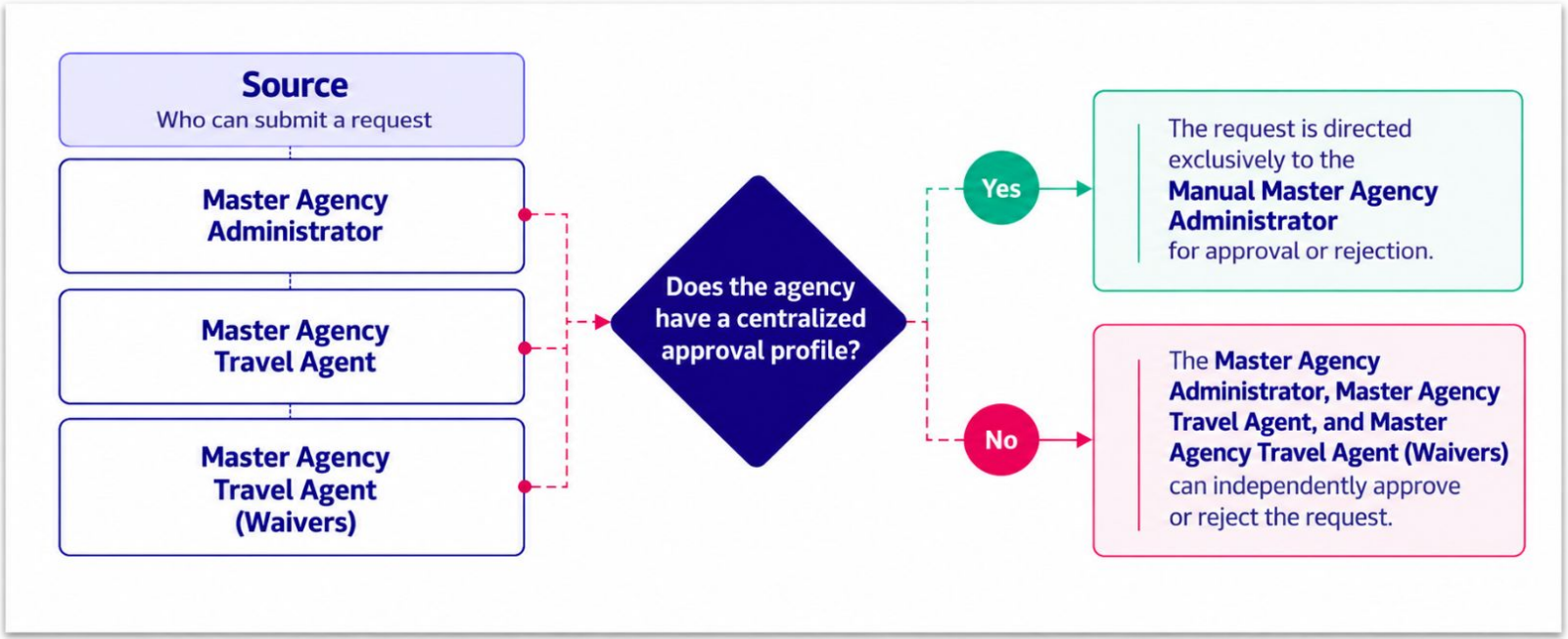
Travel Agent Master

Full execution: Responsible for waivers, fare inquiries, ticket status, and name corrections.

Travel Agent Master (Waivers)

Waiver Specialist: Profile dedicated exclusively to the technical execution of waiver requests.

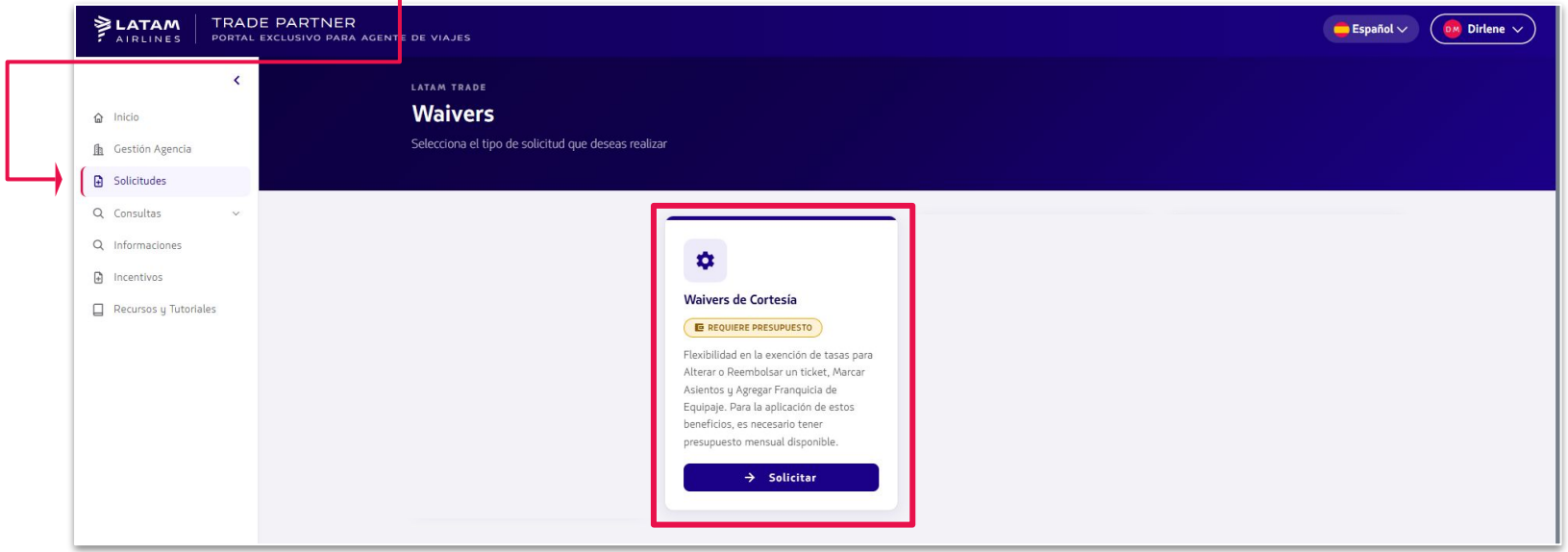
Waiver request flow
Courtesy Waivers



Courtesy penalty waivers

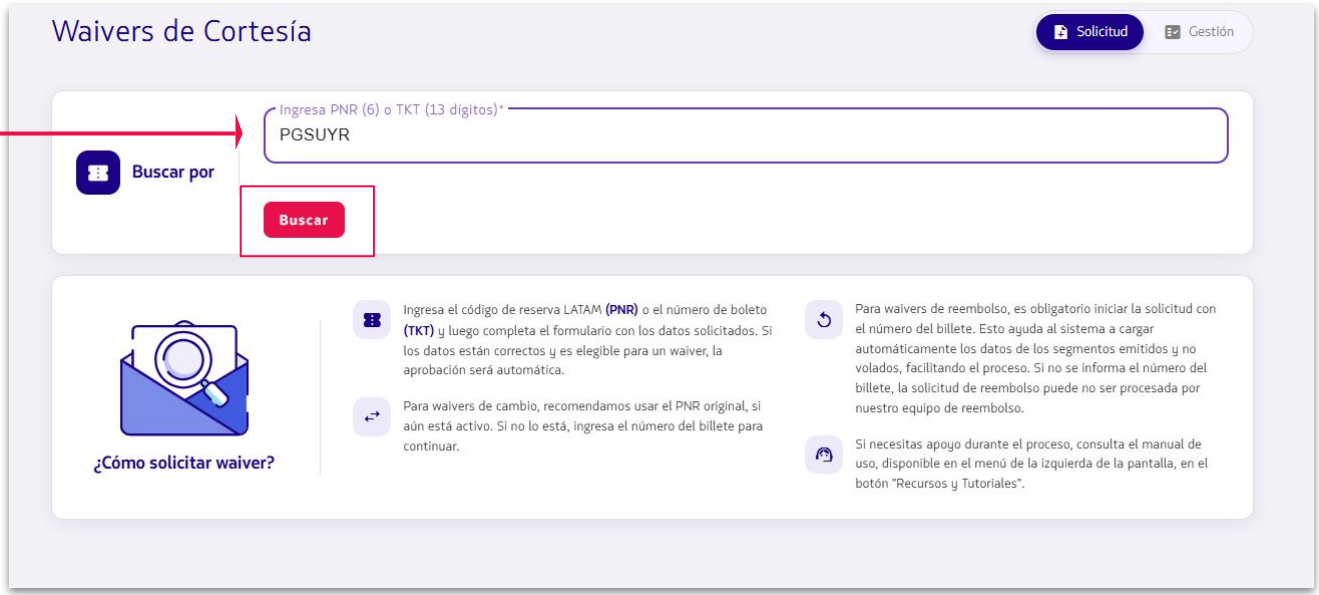
How to access the automatic module?

Go to the Requests menu and then access the Courtesy Waivers

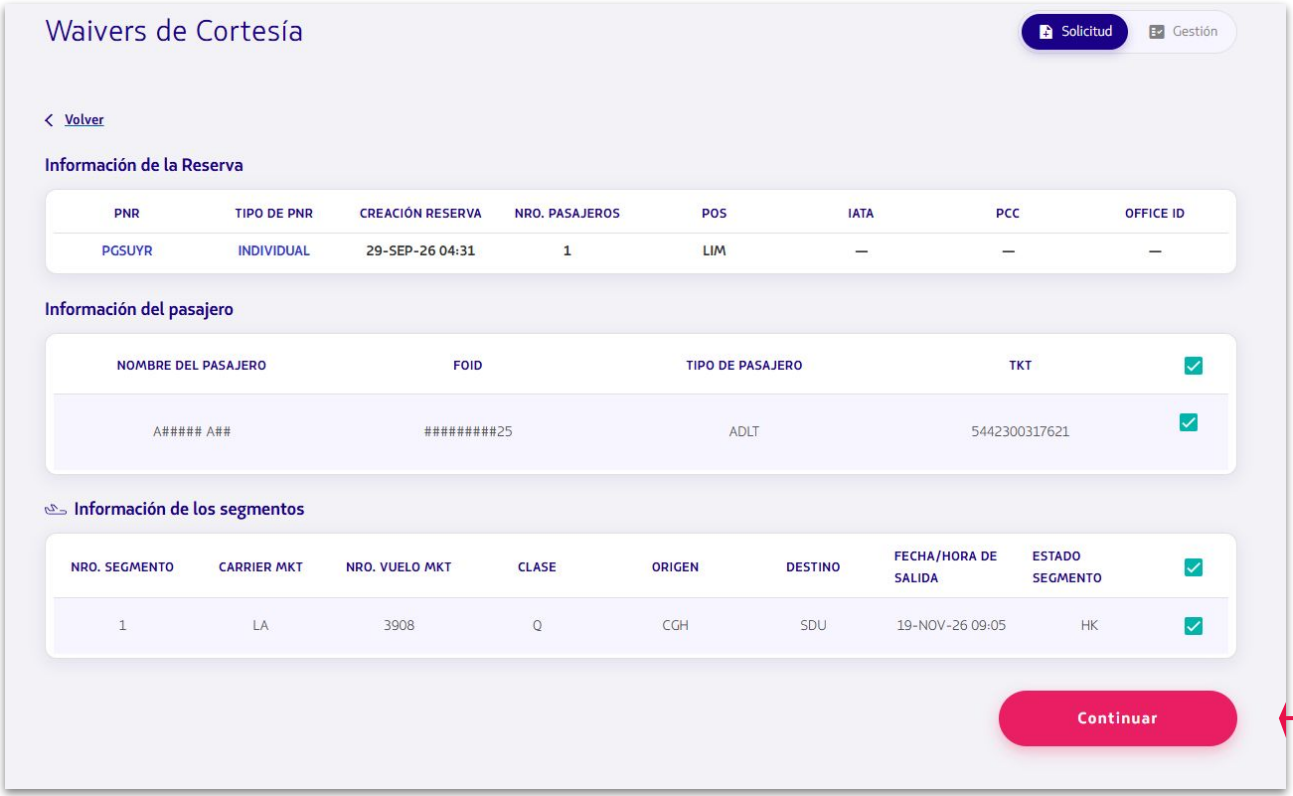


To begin, follow these steps:

Enter the **PNR** to process the transaction, then click Search.



The system will load a summary of the PNR. Check that the information is correct and click “Continue”.



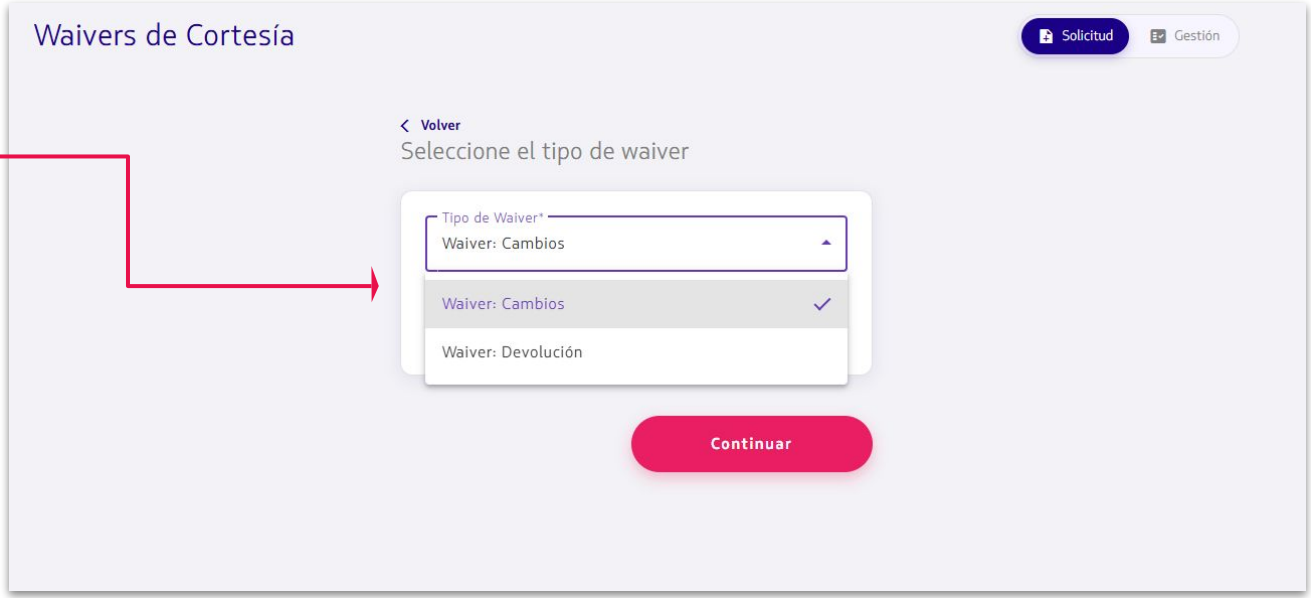
Penalty waivers for ticket changes

Select the type of waiver you want to process

LATAM Trade allows you to use the agency's available budget to request a penalty waiver for **a change or refund** of a ticket.

Select the Waiver Type disponible: Cambio

Change Waiver:
The selected option waives change penalties for changes that are not permitted or that incur a penalty.



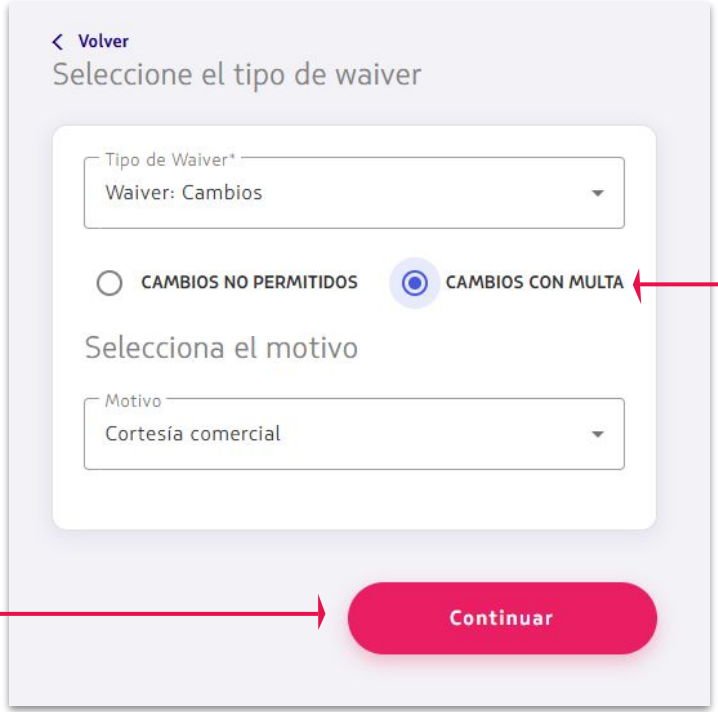
Penalty waivers for changes

Change not permitted: for tickets that, according to our fare rules, do not allow changes.

Change with a penalty: for tickets that, according to our fare rules, allow changes subject to a penalty, but for which an exception is requested.

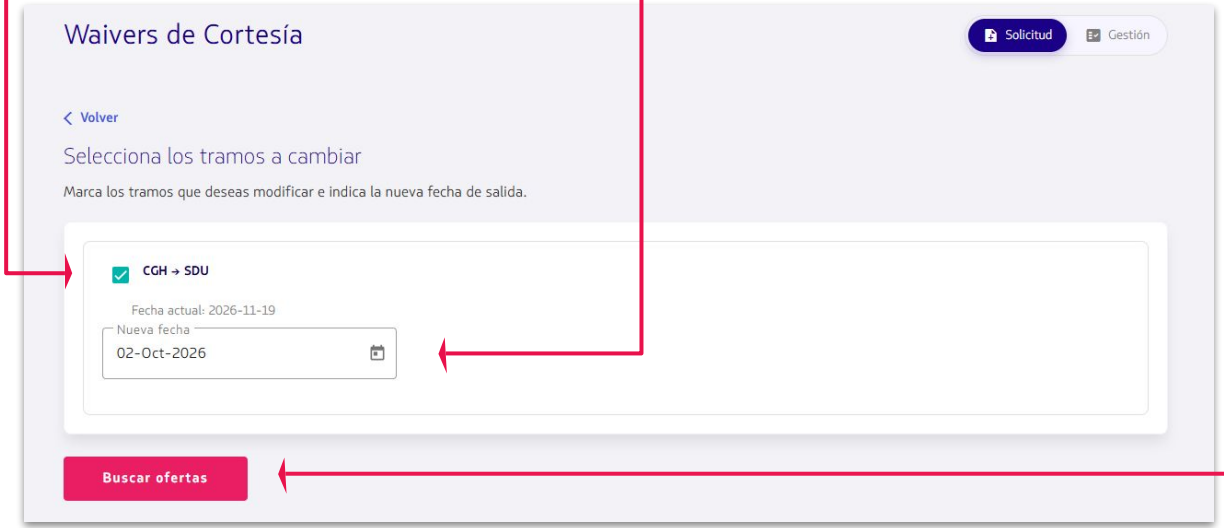
Penalty waivers for changes

To start the request, select the change type: **Not Permitted or With a Penalty,** and click **“Continue”.**



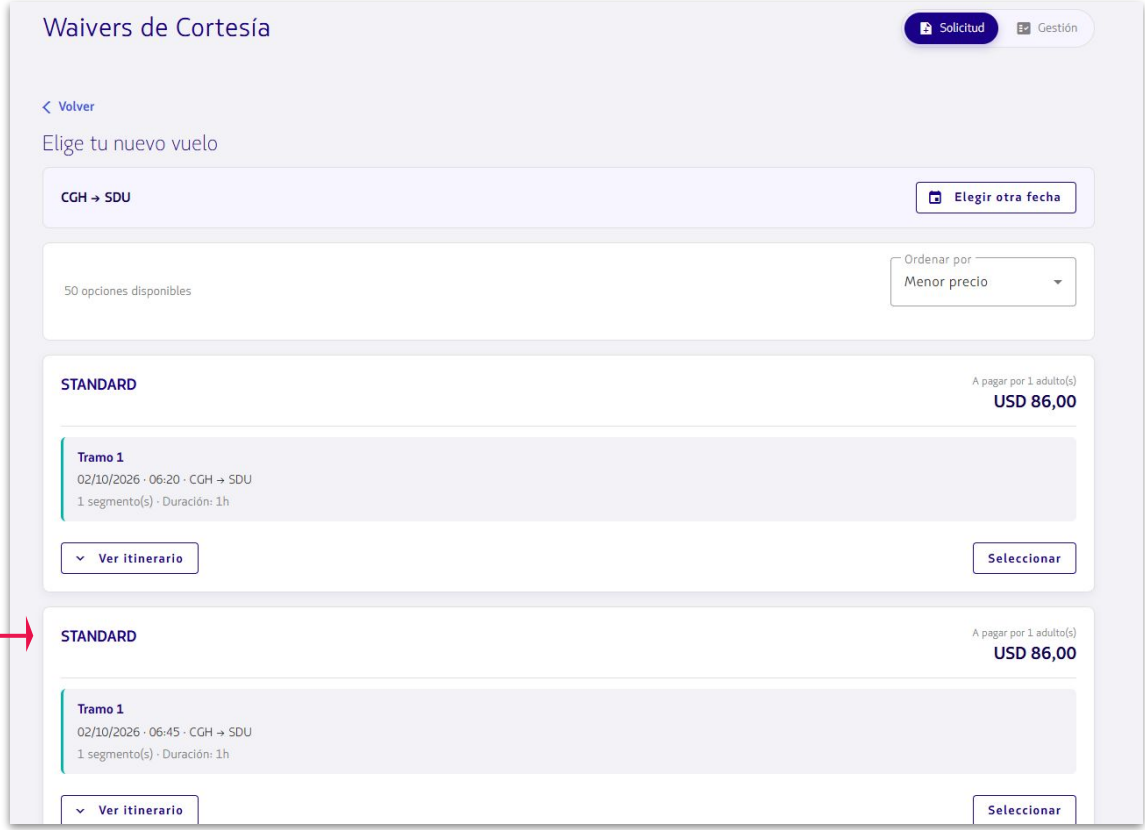
The system will enable you to select the new travel date.

Select the **segment** you want to change, enter the **new departure date** and click **“Search for offers”.**

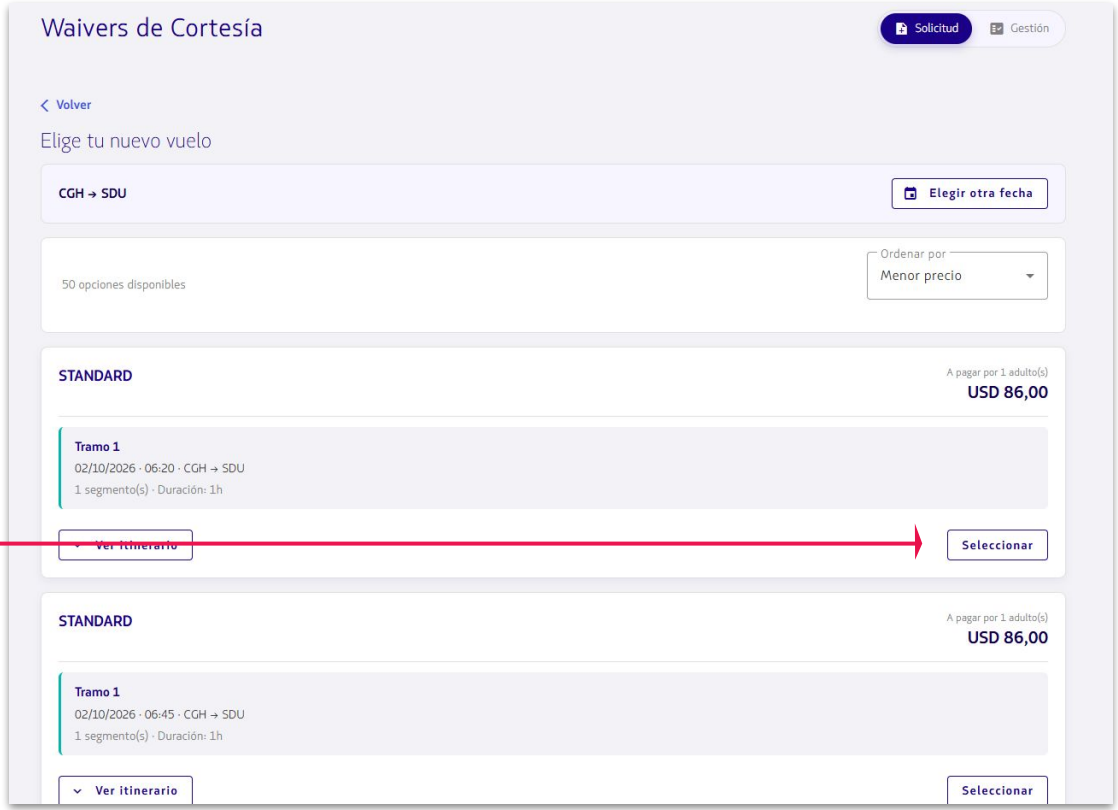


The system will display the available flights for the change.

IMPORTANT:
Flight availability and the penalty calculation will be based on the **Brand** of the original ticket issuance. The system will keep the original ticket value and will not display options with a lower value.

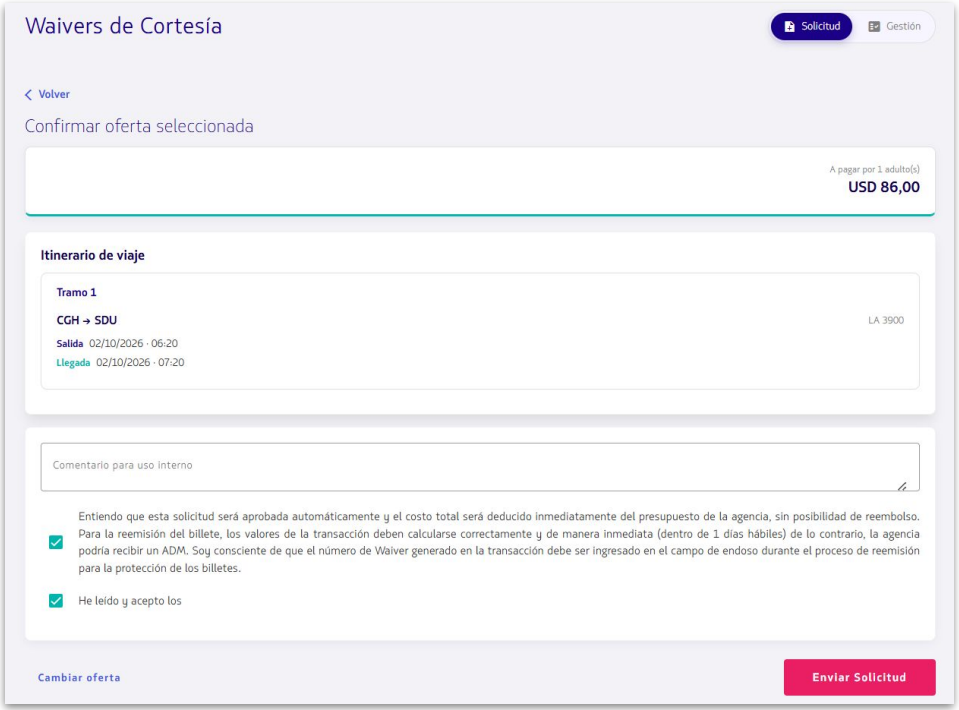


Select the option that best meets the customer's needs



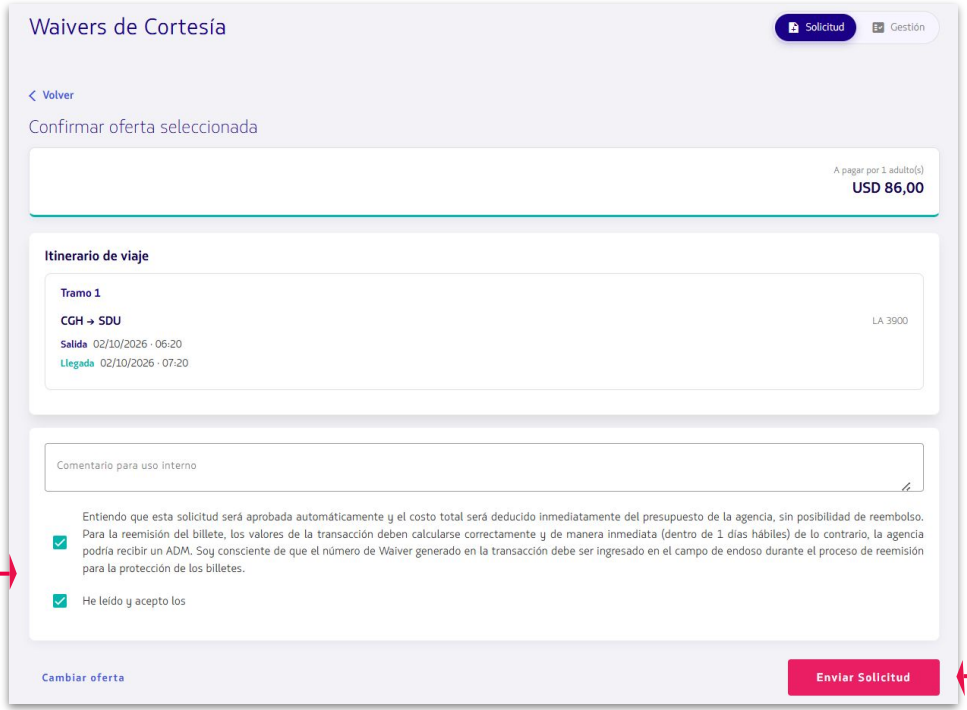
LATAM Trade connects online to the current fare rules.

The penalty amount will be calculated automatically in the local currency. Since the waiver is charged in USD, the system will also automatically convert the amount to dollars.



How do you finalize the transaction?

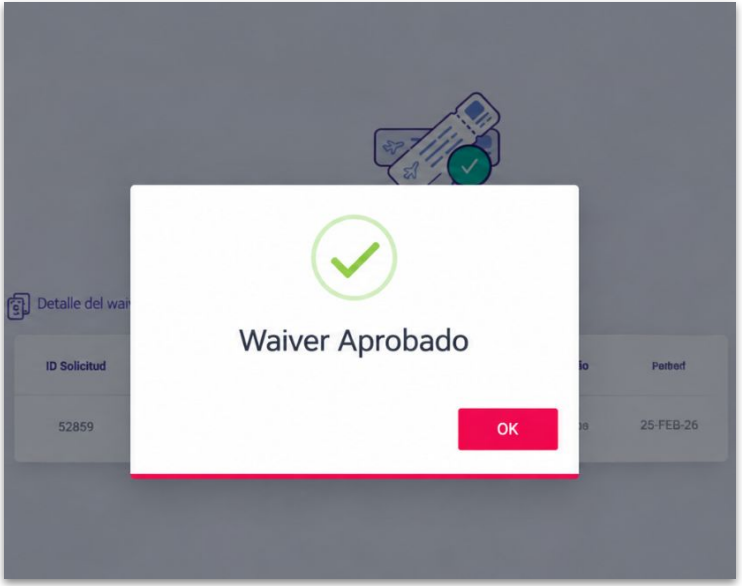
To finalize the transaction, accept the **Terms and Conditions** and click **Submit Request**.



The system will validate your request.

If the request complies with our current policy rules, the system will automatically approve the waiver**automatically**.

IMPORTANTE: Once the waiver is approved, change the ticket to secure the selected flight and the conditions calculated in LATAM Trade.



Next step after waiver approval

Once the waiver is approved, the system automatically inserts **the waiver details** into the PNR.

Next step after waiver approval

For Ticket Changes

Changing waivers generated automatically or manually:

In an eLATAM PNR

Enter the waiver code in the endorsement field to protect the ticket.

In a GDS PNR

Responsible for waivers, fare inquiries, ticket status, and name corrections.

For Ticket Refunds

Refunding waivers generated automatically or manually:

In an eLATAM PNR

After you complete the refund waiver request in LATAM Trade, the refunds team will process it within an average period of up to 30 days.

In a GDS PNR

For Refunds and Changes

Refunding and changing waivers generated automatically.

In an NDC PNR

After approval, the change or refund is processed directly in NDC, with the waiver applied automatically

Changes in NDC PNRs

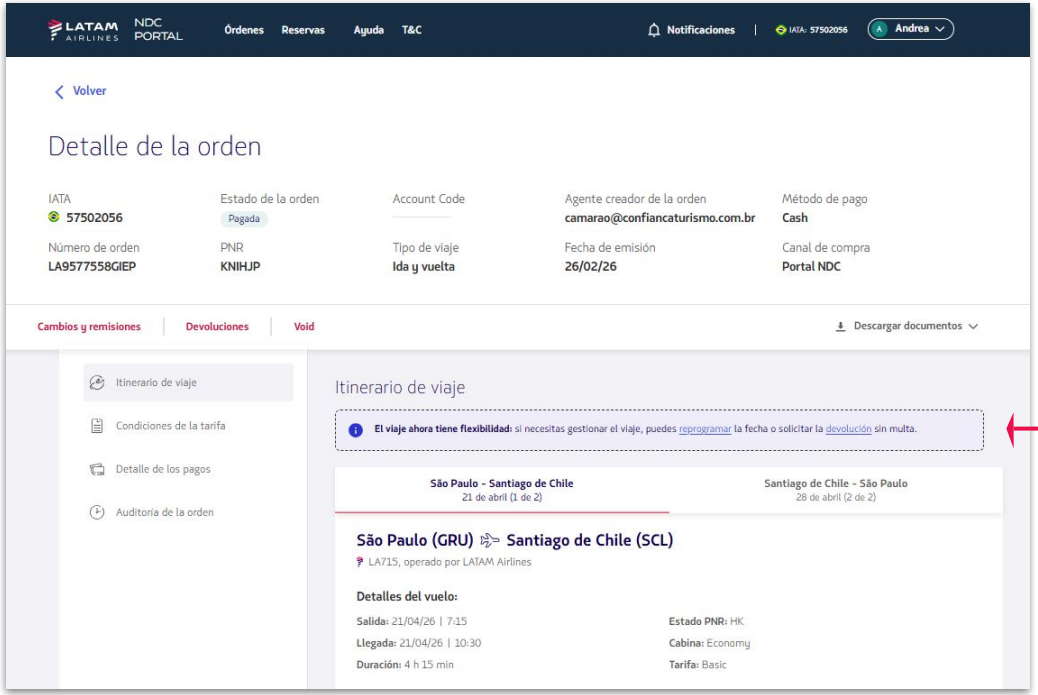
When querying a PNR / Order in NDC, the system will indicate:

that there is flexibility to manage the PNR and process **changes or refunds.**

IMPORTANTE:

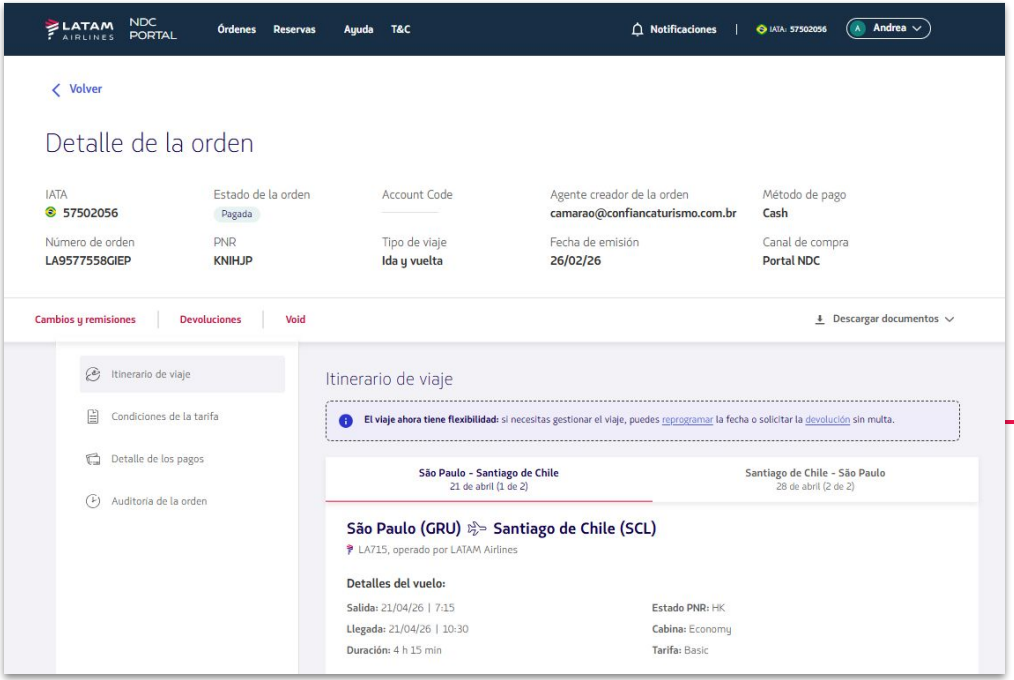
1 - An NDC change waiver can only be requested for **active PNRs or up to 72 hours after the NO-SHOW** of the ticket's last flight.

2 - This process will not be available for the **TKT payment method.**



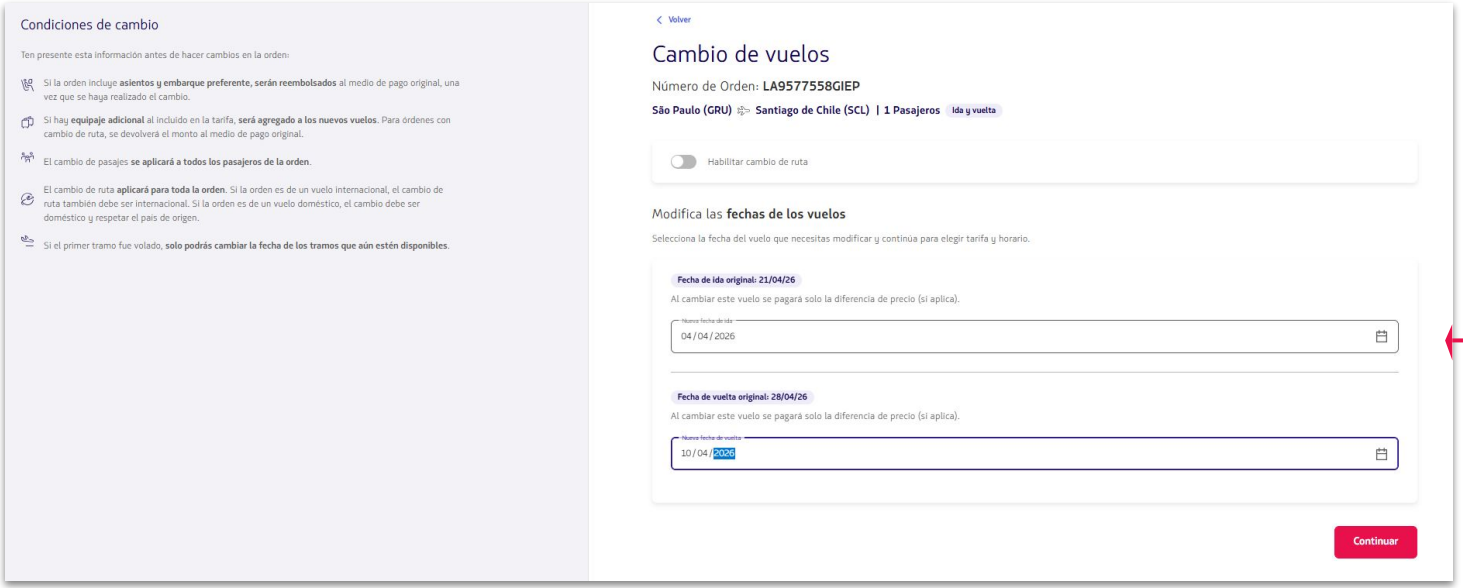
When querying a PNR / Order in NDC, the system will indicate:

In the Flexibility notice, select **Change**, according to the exception approved in LATAM Trade, and update the ticket directly in NDC.



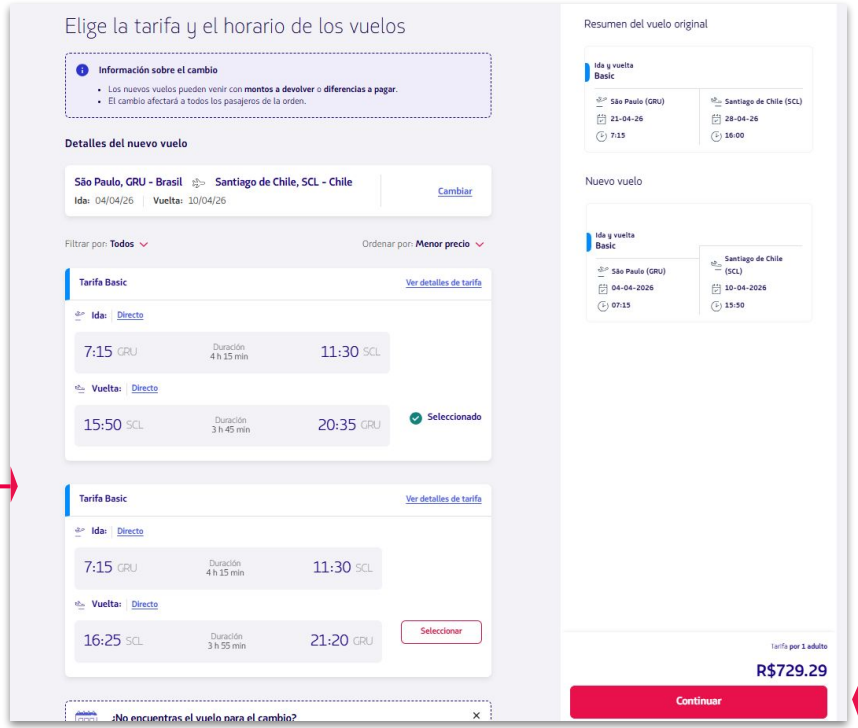
Under the change option:

Start the PNR change by selecting the dates you want to modify.



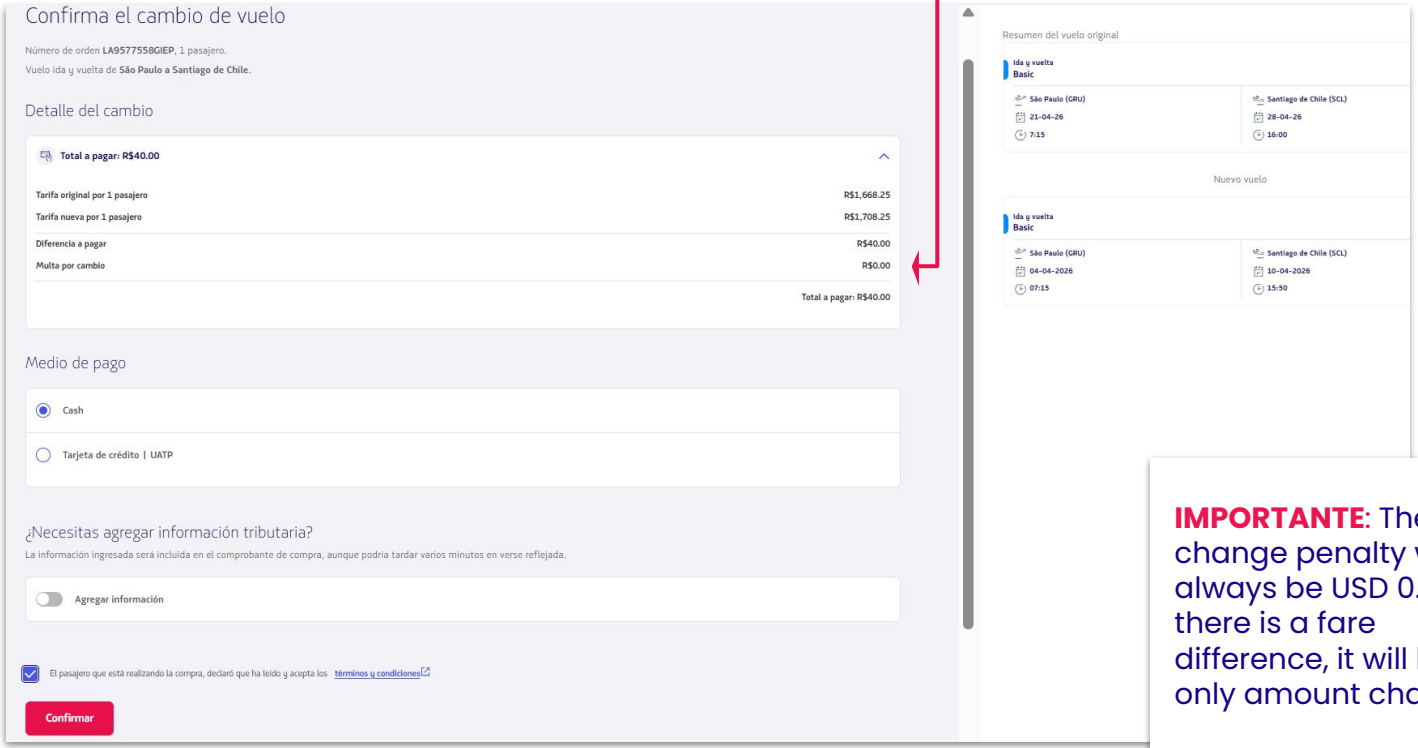
Under the change option:

Select the flight according to the customer's needs and click "Continue".



Under the change option:

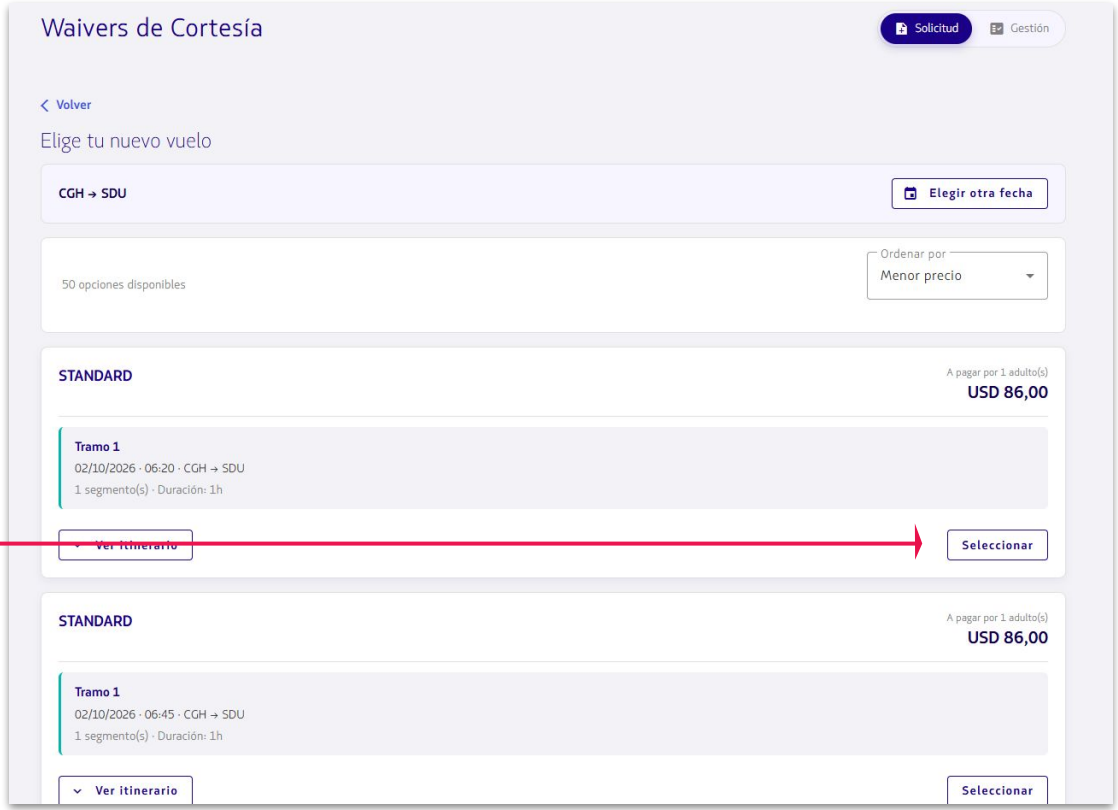
The system will automatically display the values applicable to the change, taking the penalty waiver into account.



IMPORTANTE: The change penalty will always be USD 0. If there is a fare difference, it will be the only amount charged.

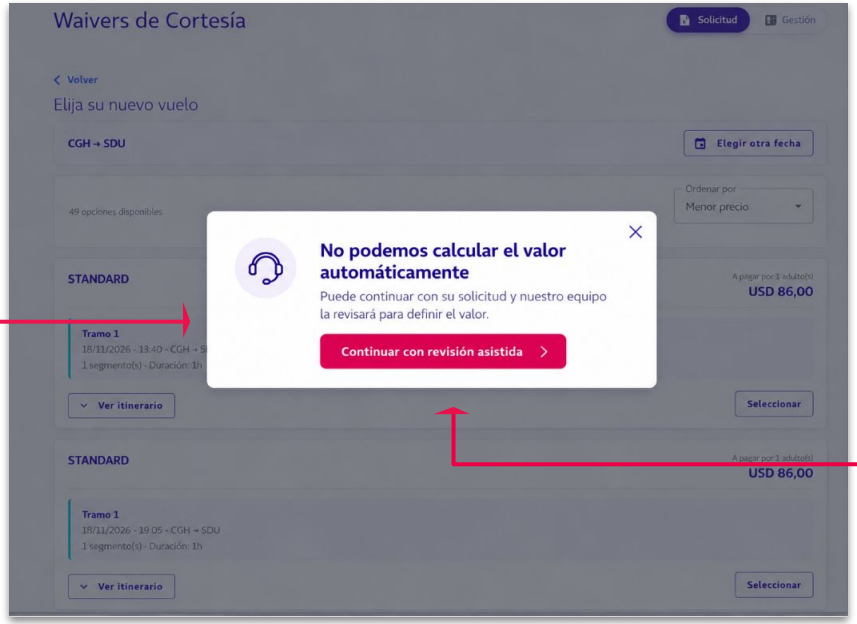
When approval cannot be processed automatically

When selecting the option that best meets the customer's needs



If it is not possible to continue with the transaction automatically

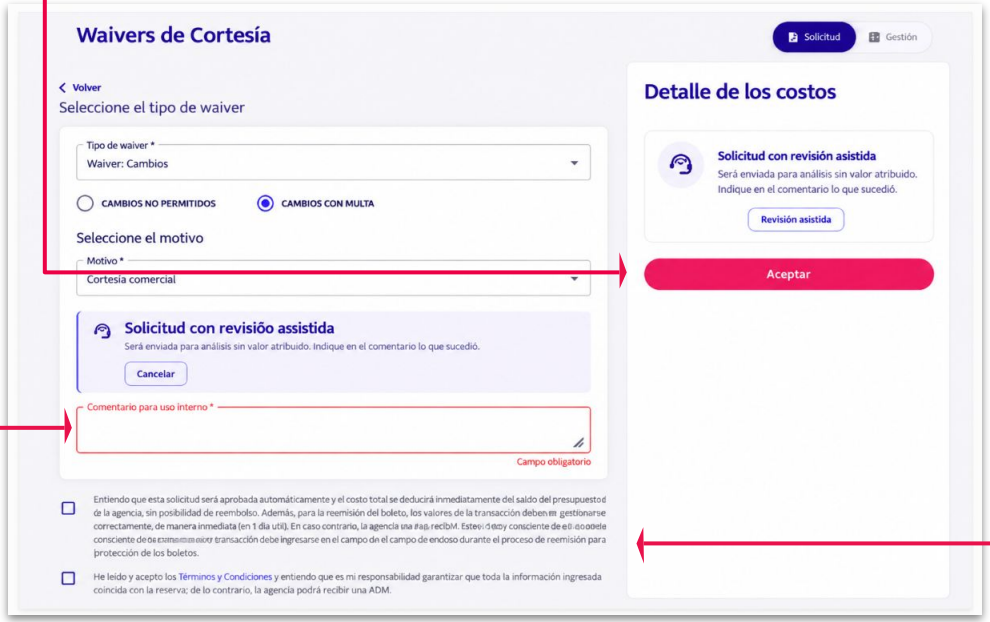
The system will direct the request to **Assisted Review,** where it will be reviewed by our LATAM Support team.



To submit the request for review, click **“Continue with Assisted Review”.**

To submit the request for review follow these steps.

Enter the reason for the request in **Comments**, accept the **Terms and Conditions** and click **Accept.**



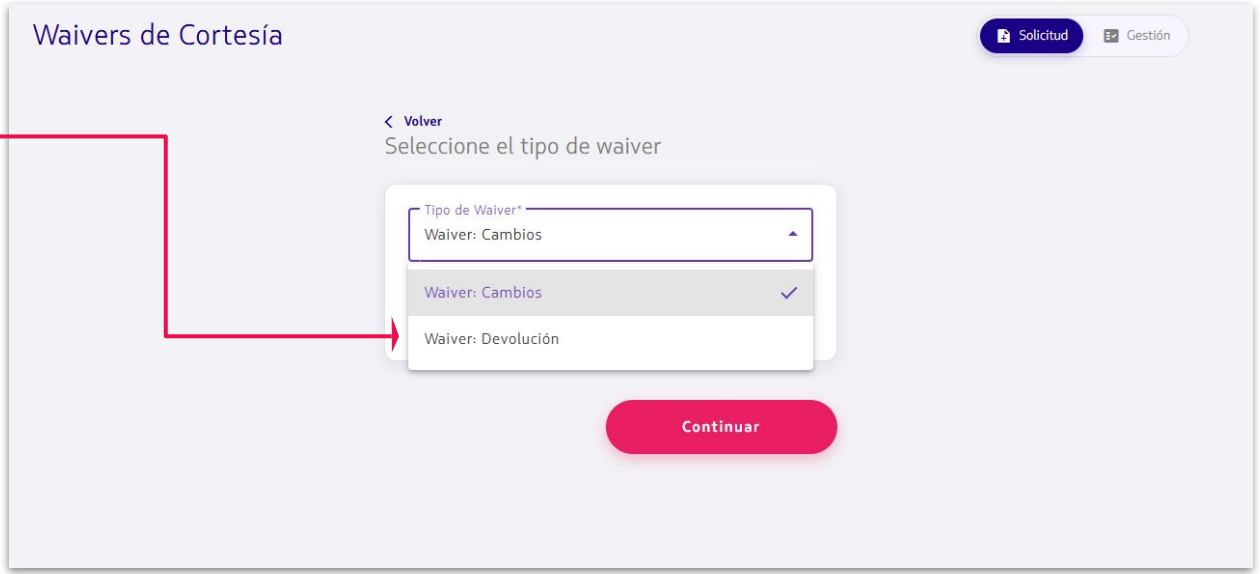
The system will validate your request

The request will remain **pending review** and will be forwarded for review by our **LATAM Support Team.**

Penalty waivers for refunds and tickets

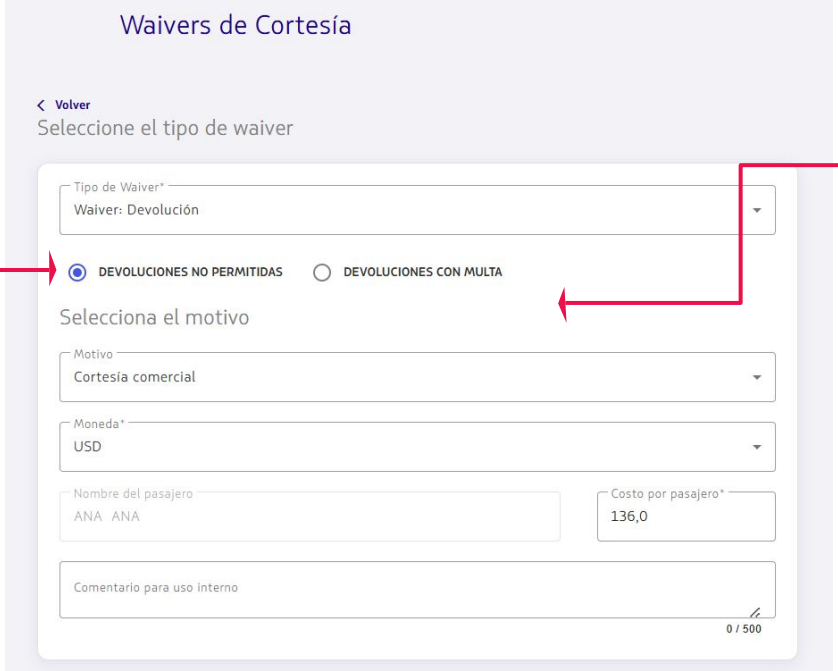
Select the Waiver Type disponible: Refunds

Refund Waiver
the selected option waives the penalty when requesting a ticket refund.



Penalty waivers for Refunds

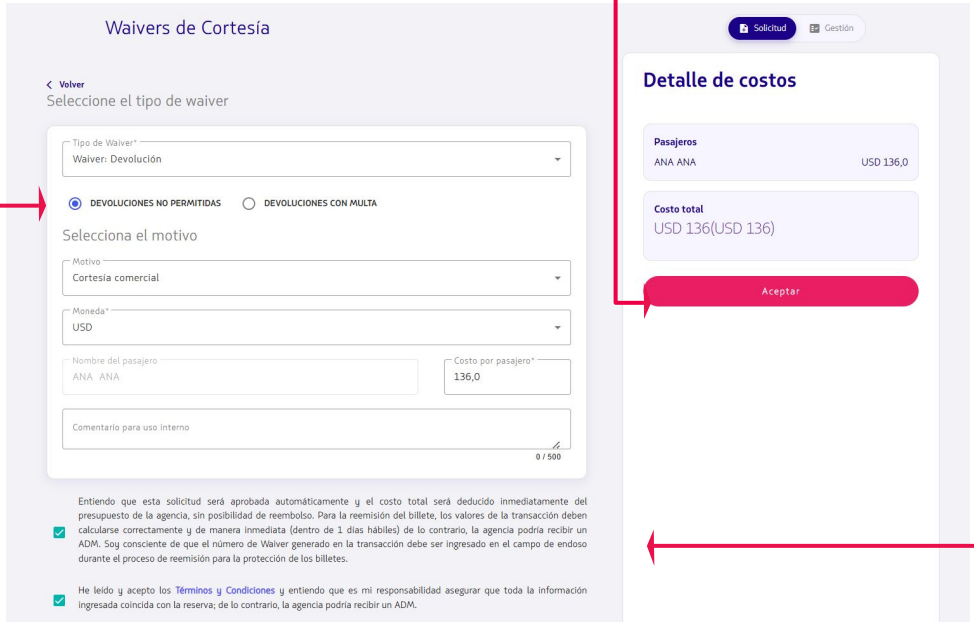
Refunds not allows: for tickets that, according to our fare rules, do not allow refunds.



Refunds with a penalty: for tickets that, according to our fare rules, allow refunds subject to a penalty, but for which an exception is requested.

To submit the request, follow these steps:

When you select the **refund type**, the penalty will be calculated automatically. Accept the **Terms and Conditions** and click **Accept.**



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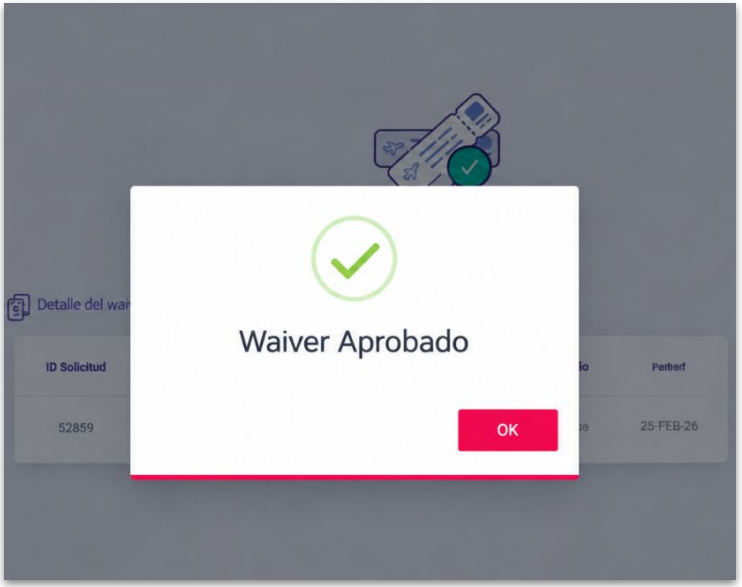
If the request complies with our current policy rules, the system will automatically approve the waiver**automatically**.



Next step after waiver approval

Once the waiver is approved, the system automatically inserts **the waiver details** into the PNR.

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IGD
*IDGBVO<<
IDGBVO
 1.1PHALANGE/REGINA
  1 LA3922Q 25DEC W CGHSDU HK1 1410 1515 /E
     /OPERATED BY LATAM AIRLINES BRASIL

TKT/TIME LIMIT
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  2.TE 0452158561712 PHALA/R MIA5DAL 1111/28MAY
VCR COUPON DATA EXISTS  *VI TO DISPLAY
PHONES
  1.MIA55-55-5555 1.1 PHALANGE/REGINA
PRICE QUOTE RECORD EXISTS - *PQS
LA FACTS
  2.SSR WVER LA 3922Q25DEC/CHANGE FLIGHT PENALTY 778005 LATAMTR
    ADE NN1
  3.SSR LAXP LA 3922Q25DEC/LATAM XP USER NN1
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