LATAM Trade

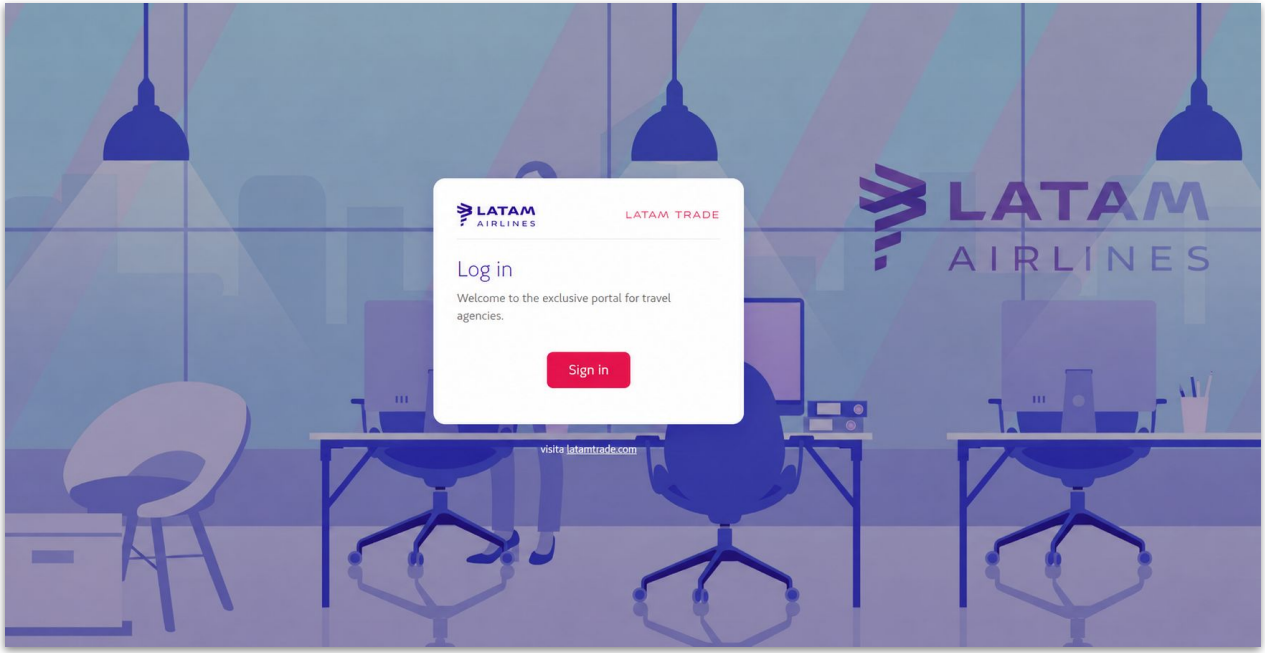
New LATAM Trade Portal

WELCOMING
NEW HEIGHTS

LATAM
AIRLINES

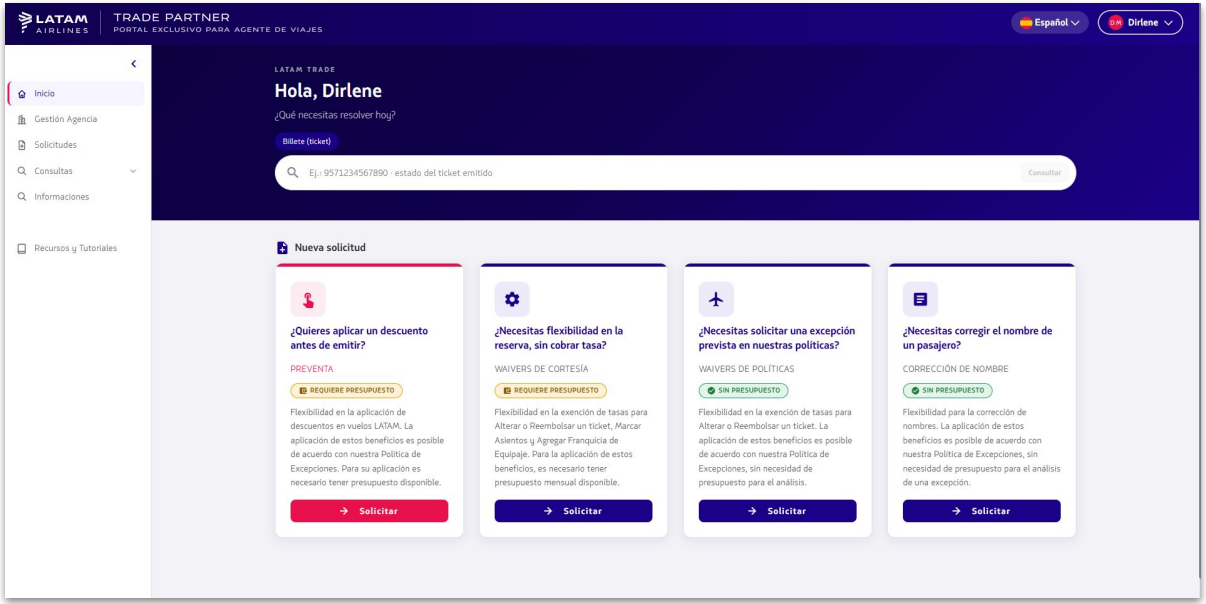
New Login for LATAM Trade

Get to know the new screen!



Welcome to LATAM Trade!

When you log in to LATAM Trade, you'll find the Home menu, where you can view a summary of the main available features and access each solution quickly and easily, according to your needs

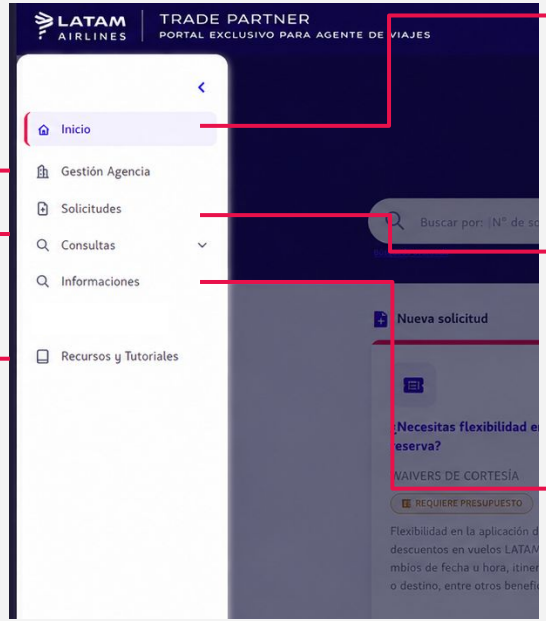


The side menu gives you access to all LATAM Trade features

Agency Management – Allows the Administrator to manage their agency in LATAM Trade

Inquiries – Lets you check information related to Fare Regulation, Ticket Status, and Refunds.

Resources and Tutorials – This section contains the manuals, guides, and materials to help users learn how to use LATAM Trade features.

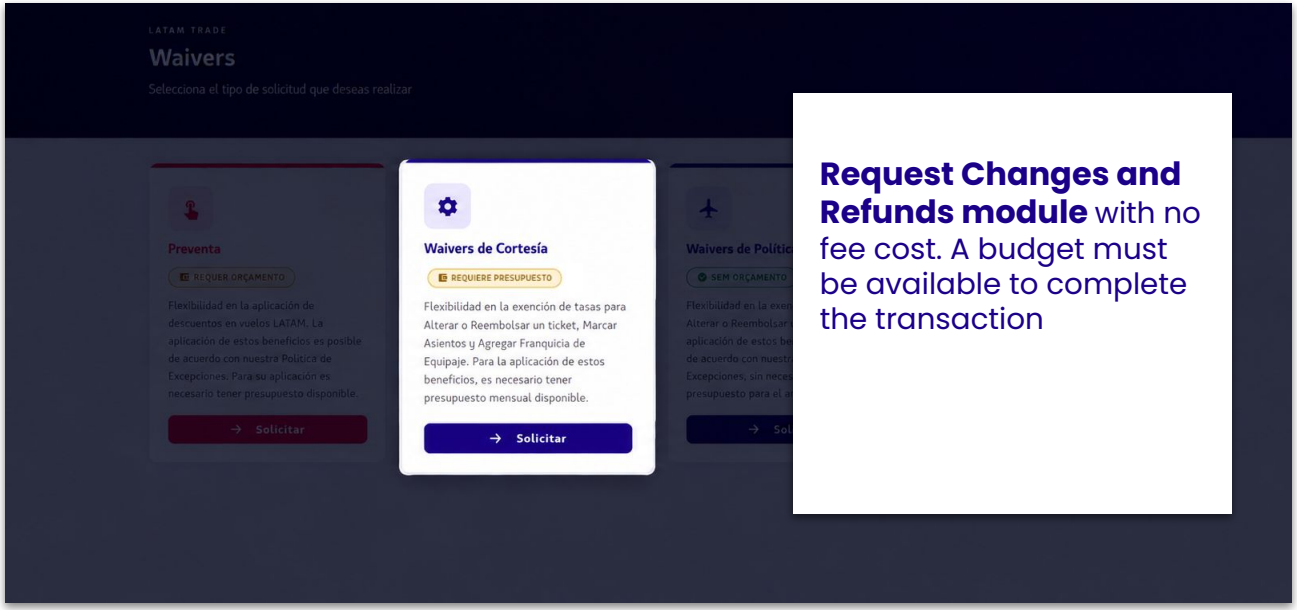


Home – Lets you access the summary of LATAM Trade features and the Requests menu, where the user can manage Courtesy Waivers, Policy Waivers, and Correct Name.

Requests – Lets you access the Policy Waivers, Courtesy Waivers, and Correct Name modules, for requests and management

Information – Lets you access the information menu with the main news and policies related to LATAM Trade Private.

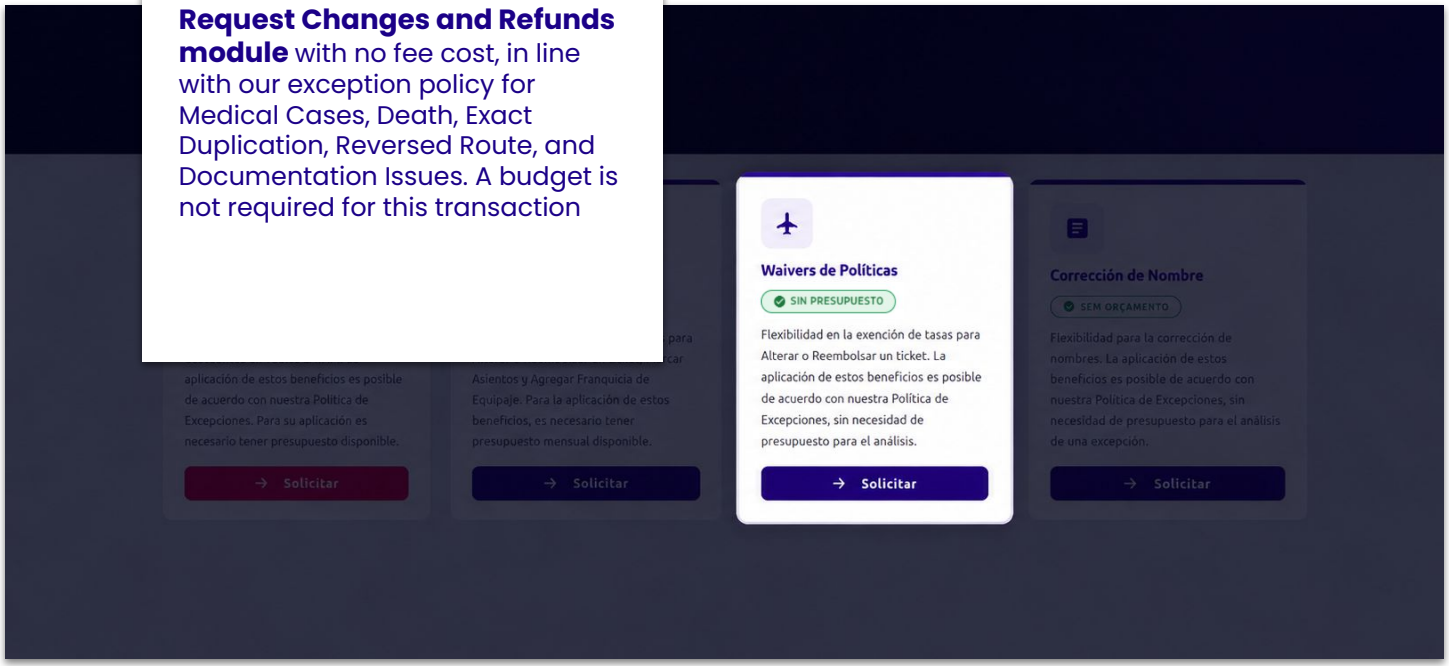
Need the flexibility to change or request a ticket refund, at no cost?



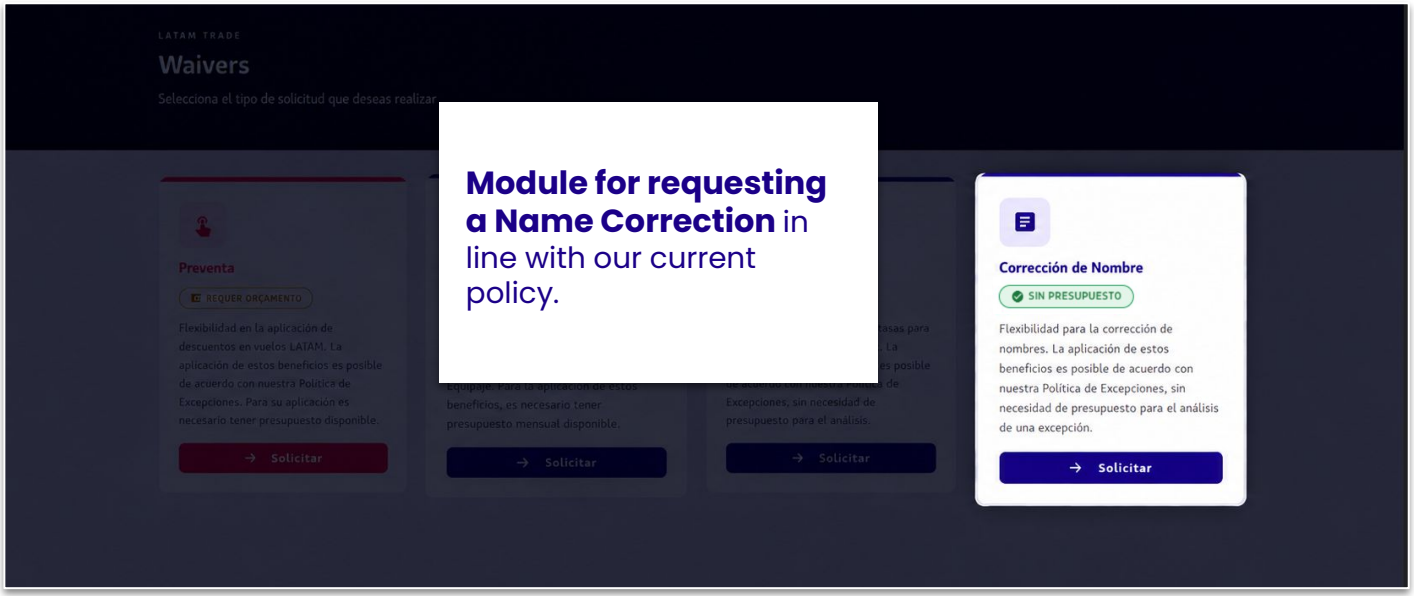
Request Changes and Refunds module with no fee cost. A budget must be available to complete the transaction

Need to request an exception covered by our Policy?

Request Changes and Refunds module with no fee cost, in line with our exception policy for Medical Cases, Death, Exact Duplication, Reversed Route, and Documentation Issues. A budget is not required for this transaction



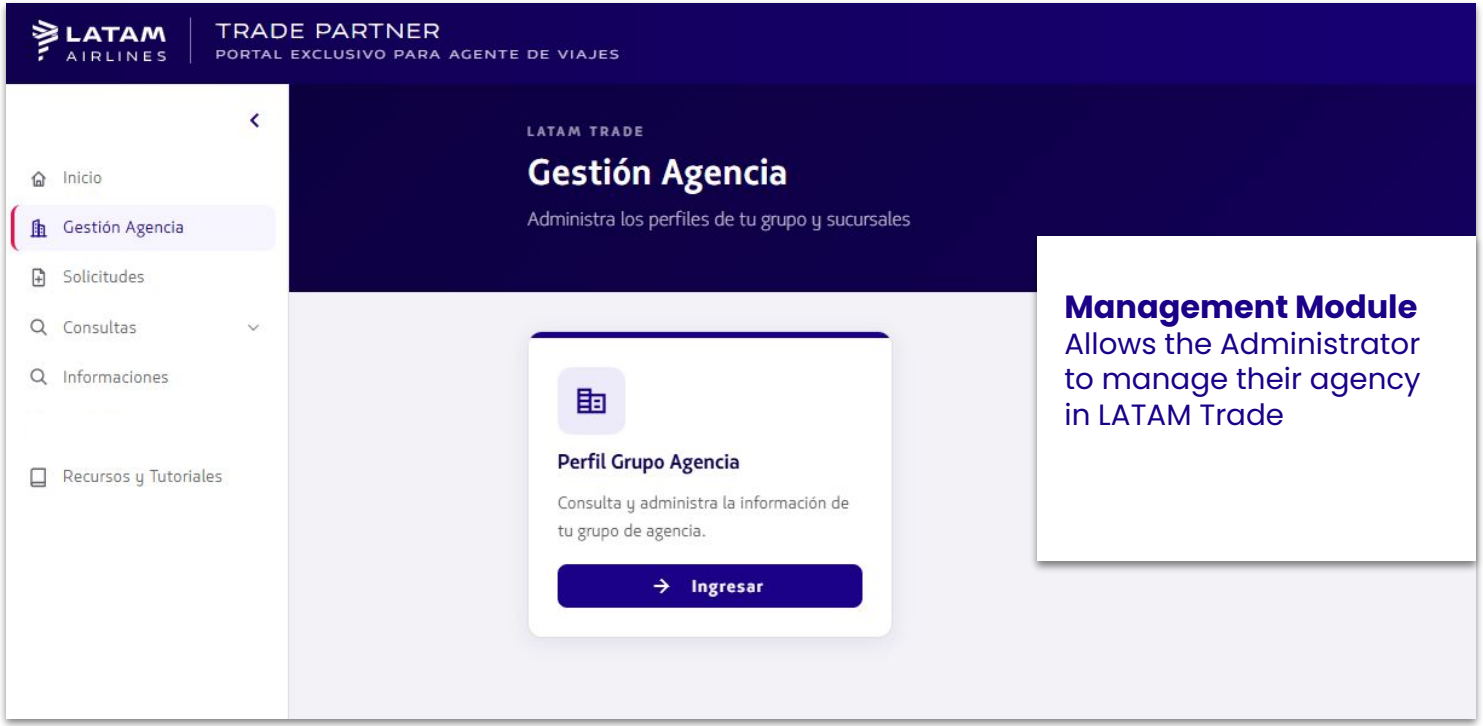
Need to correct the name of a passenger?



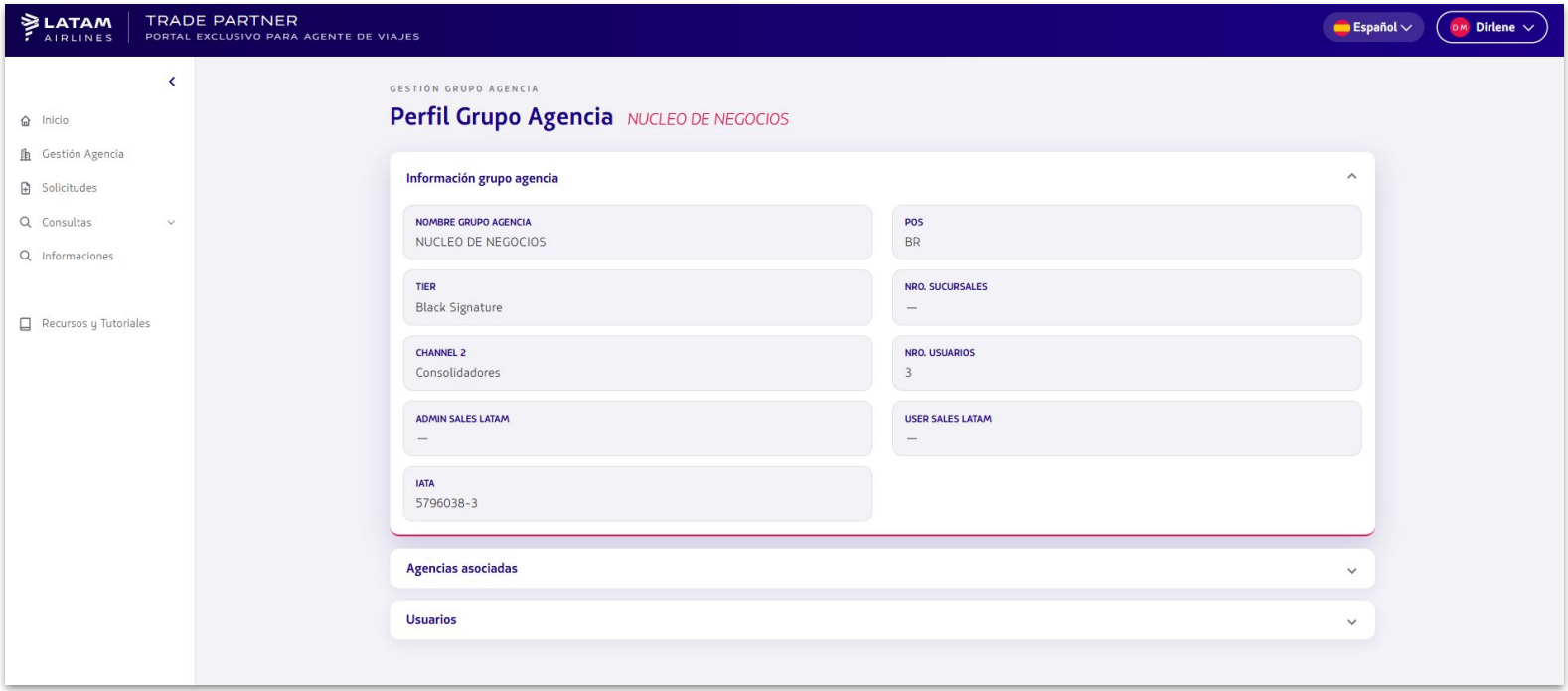
Module for requesting a Name Correction in line with our current policy.

Agency Management

Agency Management is a menu available to agency administrator profiles.

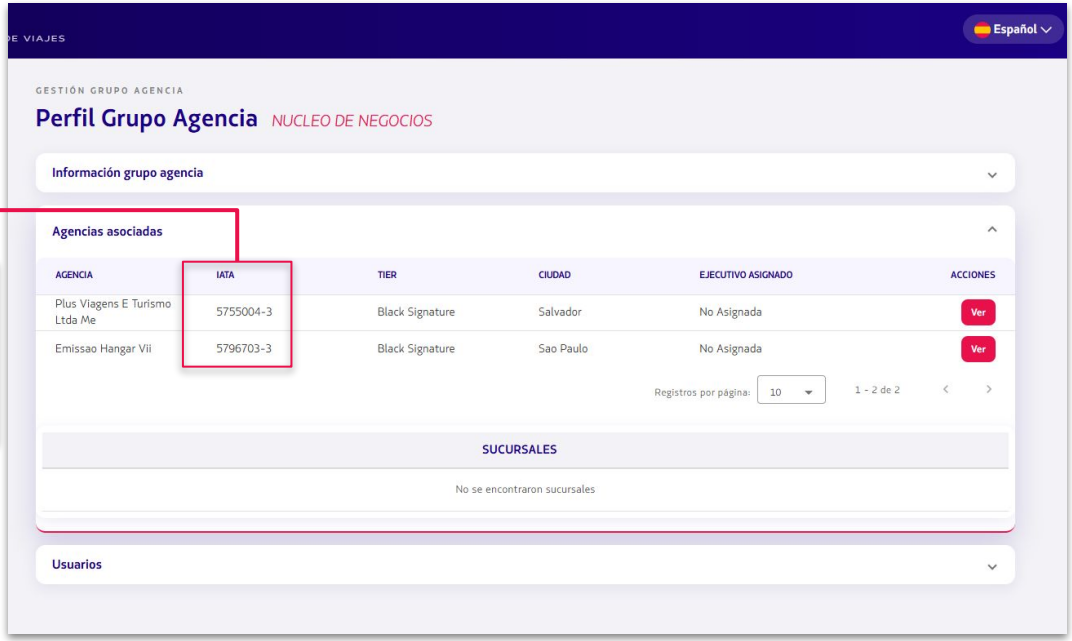


In Agency Management, you can review the agency's registration details in LATAM Trade.

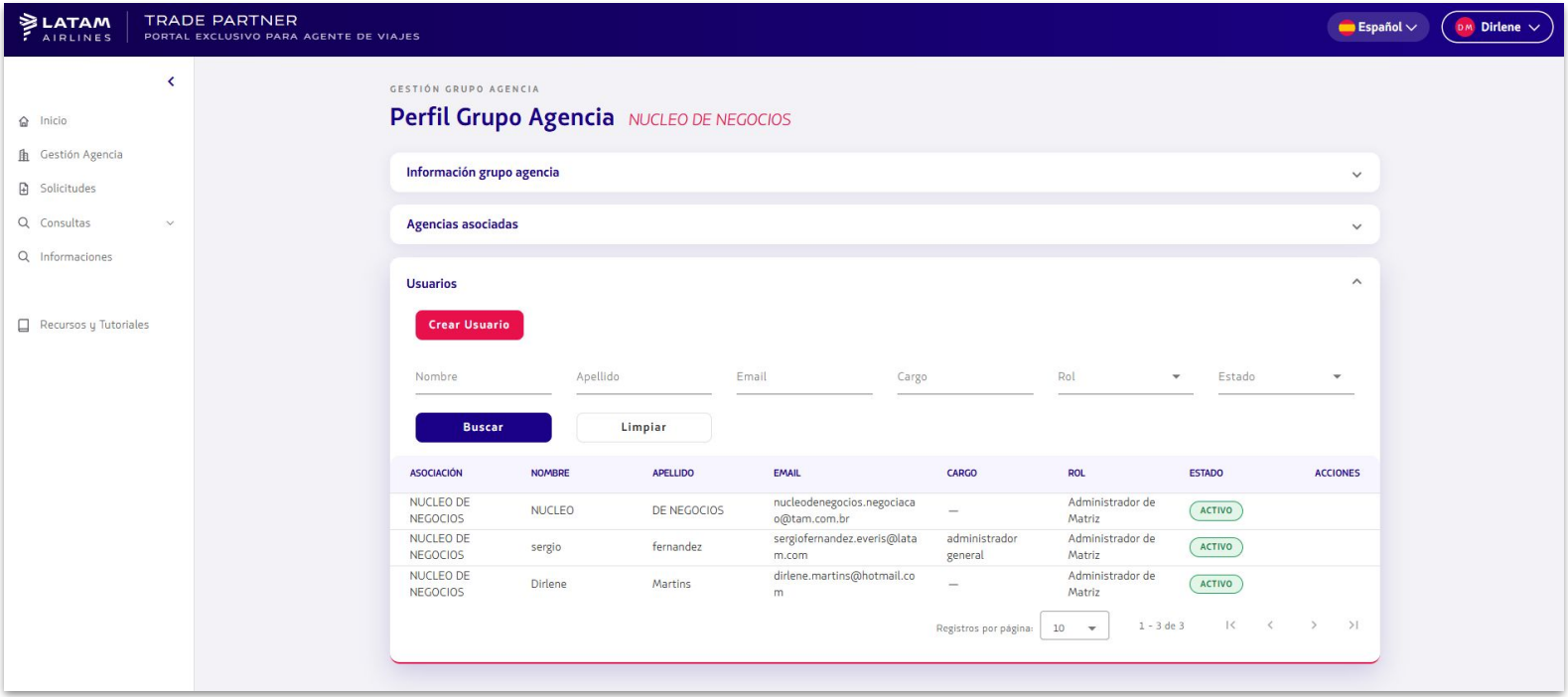


The Associated Agencies menu lets you check the IATA codes linked to the agency's registration.

Important: If you find that an IATA code is not linked to the agency's registration, contact your account executive to request an update.



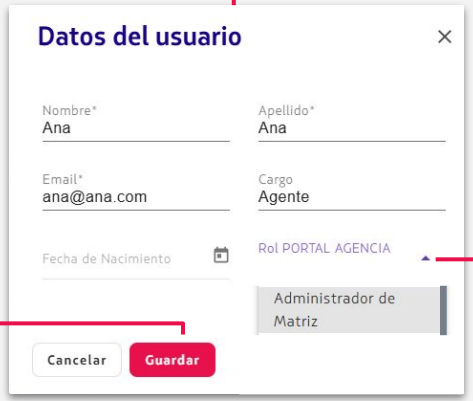
In the Users menu, the agency administrator can create, manage, and remove users linked to their agency.



User Management

1 - How to create one?

1 - Fill in the details: First Name, Last Name, Email, Job Title, and Date of Birth



2 - AGENCY PORTAL Role: Select the profile for the user.

3 - Save: Click Save

2 - User types

Head Office Administrator

Full Management: Responsible for managing the agency in LATAM Trade. Has permission to manage waivers, Correct Name, and Inquiries.

Head Office Manual Administrator

Waiver-Focused: Profile with exclusive permission to give technical approval to waiver requests within the LATAM flow.

Head Office Travel Agent

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

Head Office Travel Agent (Waiver)

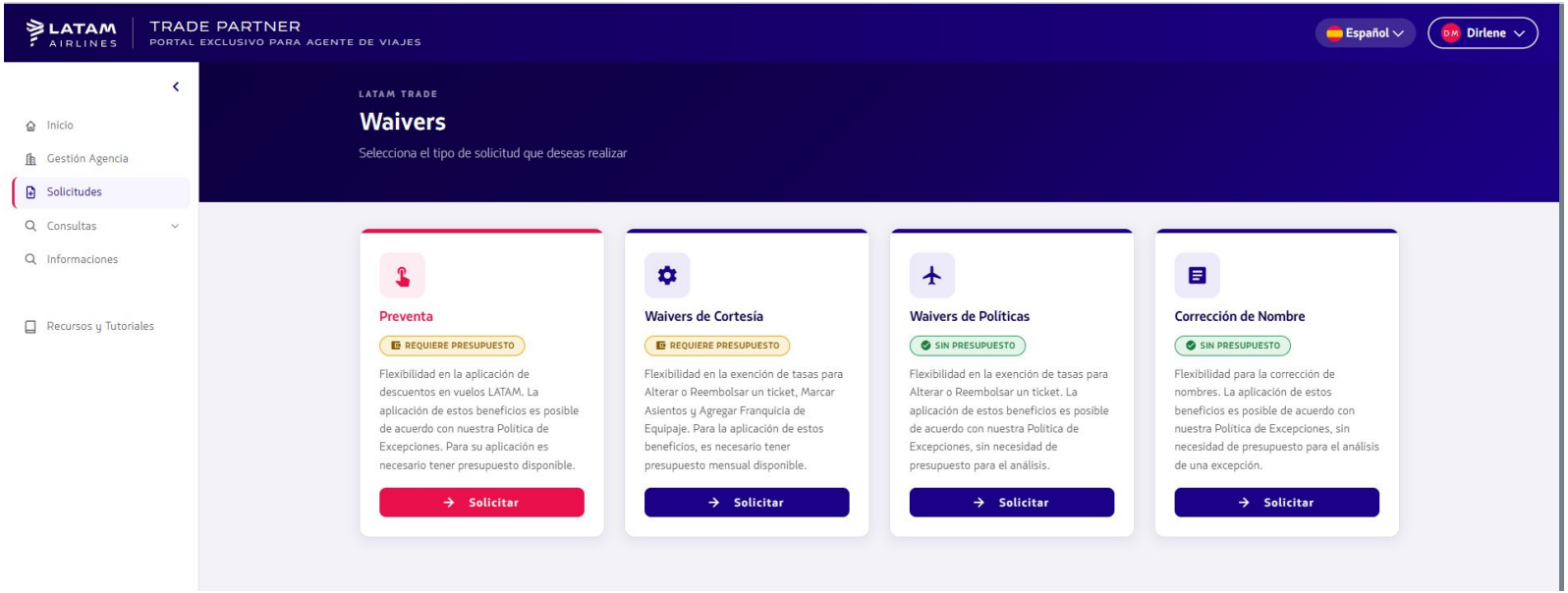
Waiver Specialist: Profile dedicated strictly to the technical execution of waiver requests.

Head Office Travel Agent (No Waiver)

Inquiries: Profile restricted to booking, fare, ticket, and name correction inquiries.

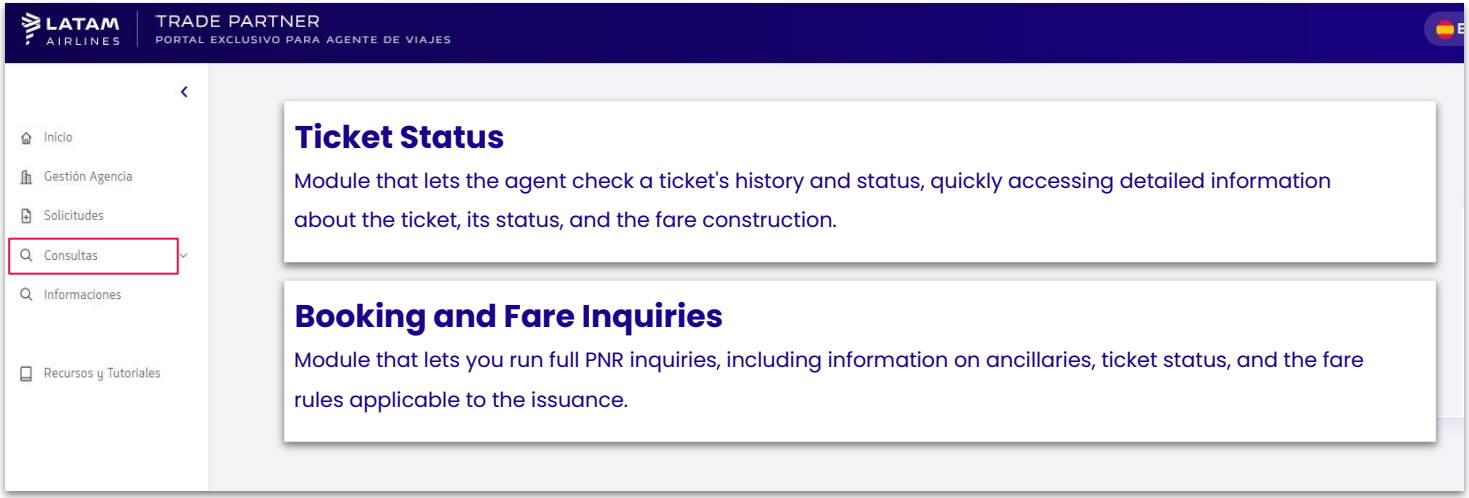
Requests

In Requests, you'll find the same options available in Home: Courtesy Waivers, Policy Waivers, and Correct Name.



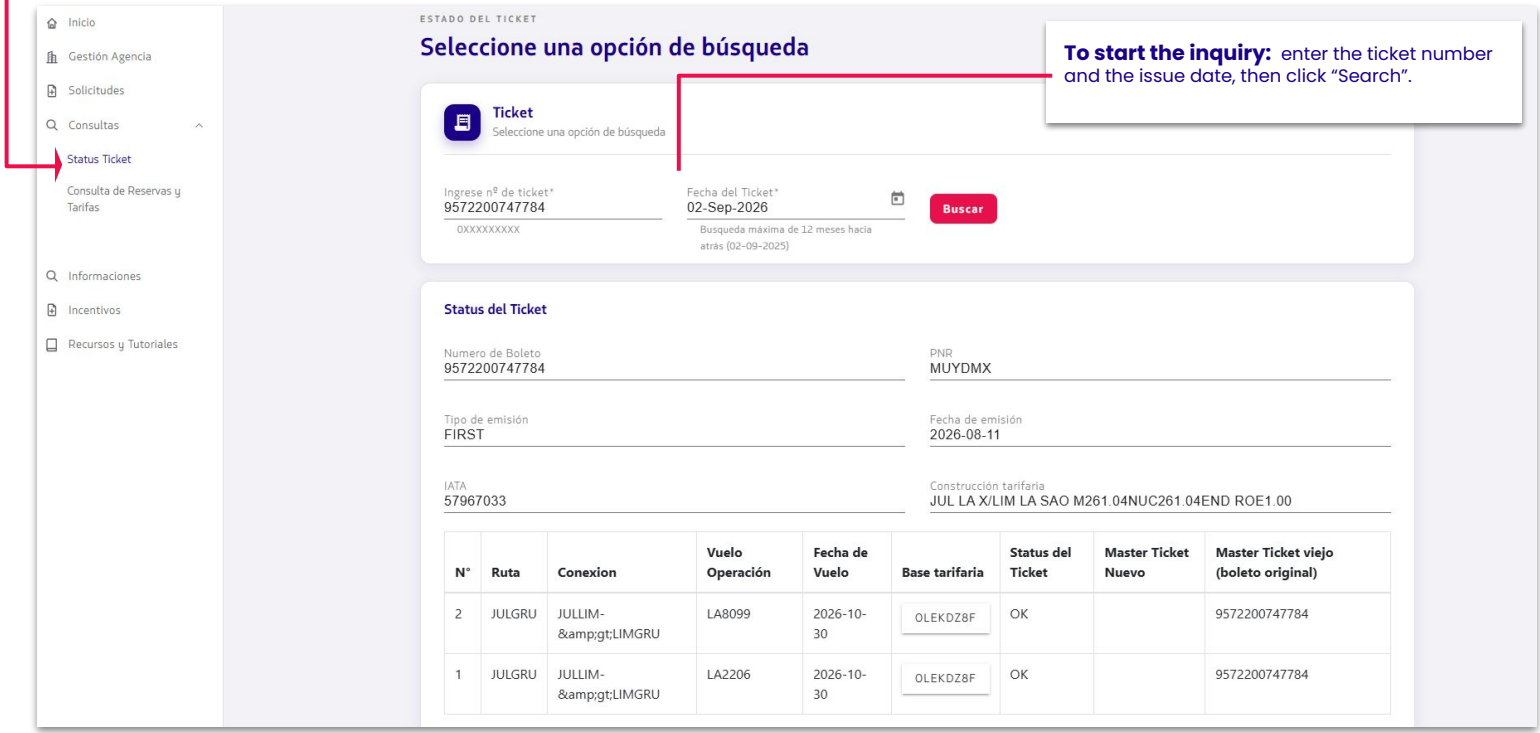
Inquiries

In Inquiries, you'll find the Ticket Status and Booking and Fare Inquiries menus.

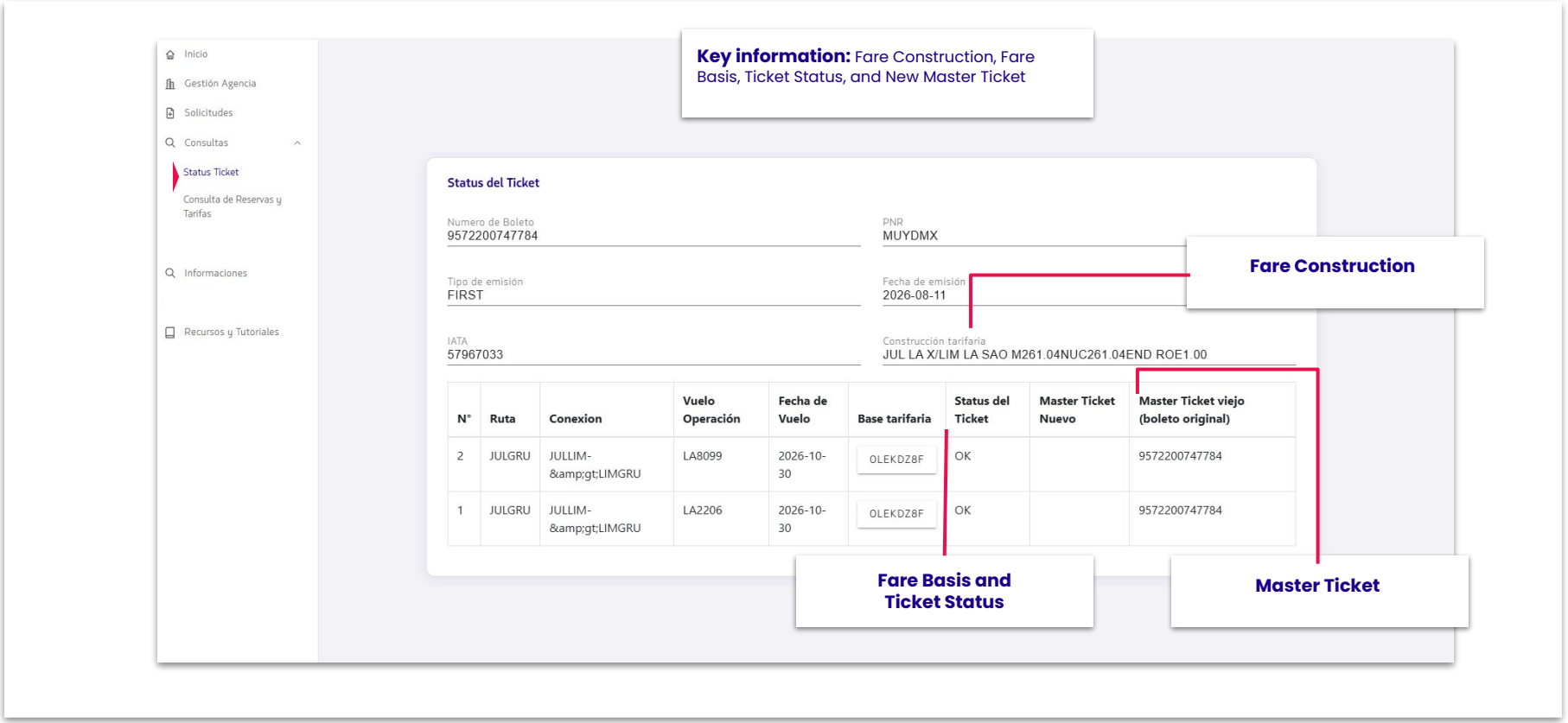


Ticket Status

To start an inquiry, click “Ticket Status” in the left-hand side menu.



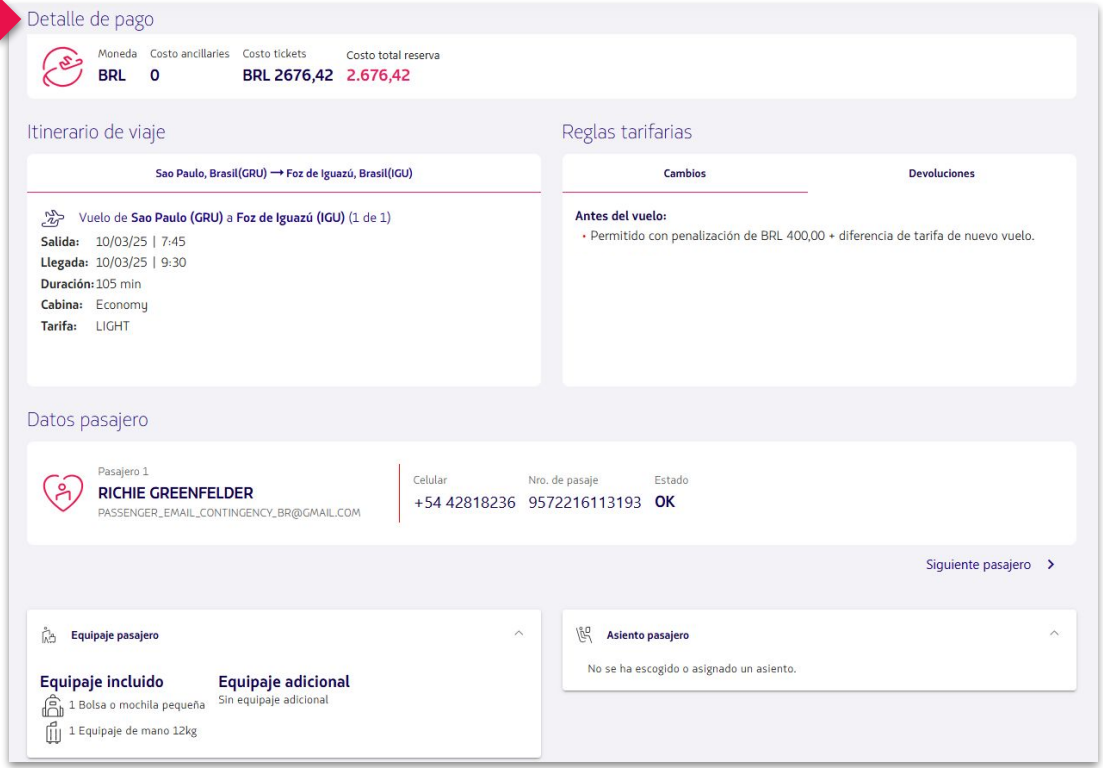
Once the inquiry runs, the system will automatically display the detailed information below.



Booking and Fare Inquiries

To start an inquiry, click “Booking and Fare Inquiries” in the left-hand side menu.

Information available in "Payment Details":



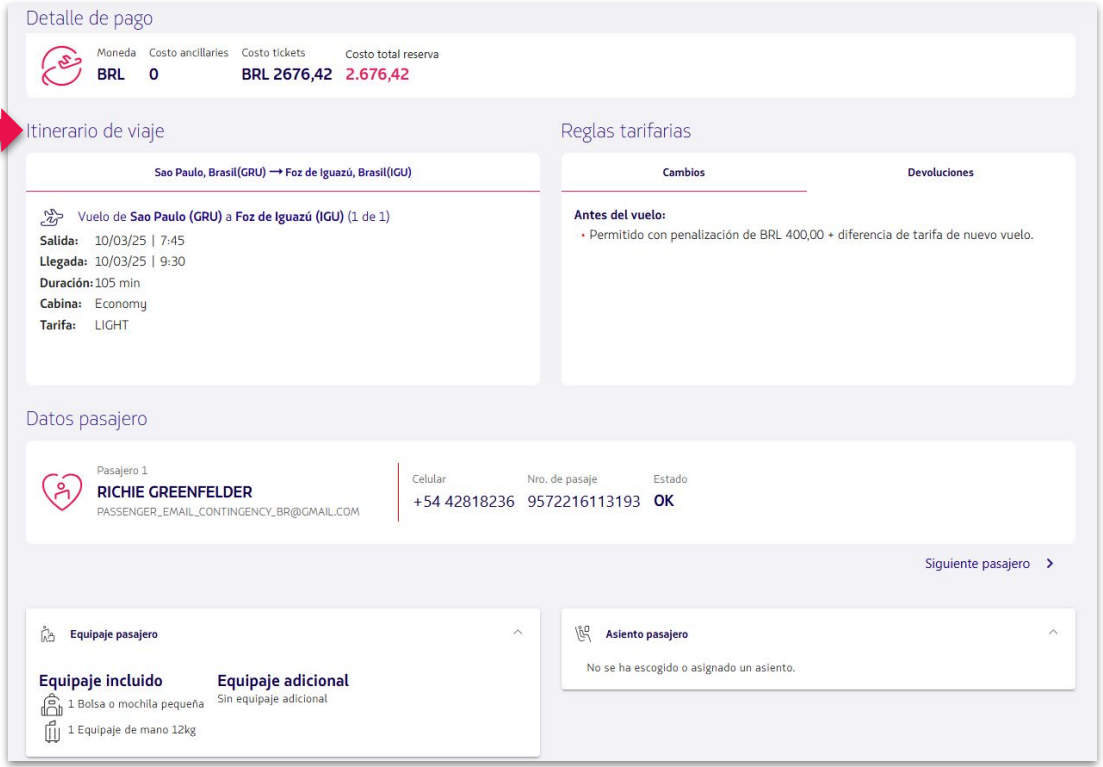
Currency detail: Lets you view the currency used to issue the booking.

Cost of additional services: Shows the costs associated with additional services, such as extra baggage or seat selection.

Ticket cost: Shows the total ticket value for all passengers included in the booking, considering fares plus taxes.

Total Booking Cost: Shows the total issuance value for all passengers, including fares, taxes, and additional services.

Information available in "Travel Itinerary":



Segment detail: Lets you view the origin and destination cities and/or airports.

Departure: Shows the flight's departure date and time.

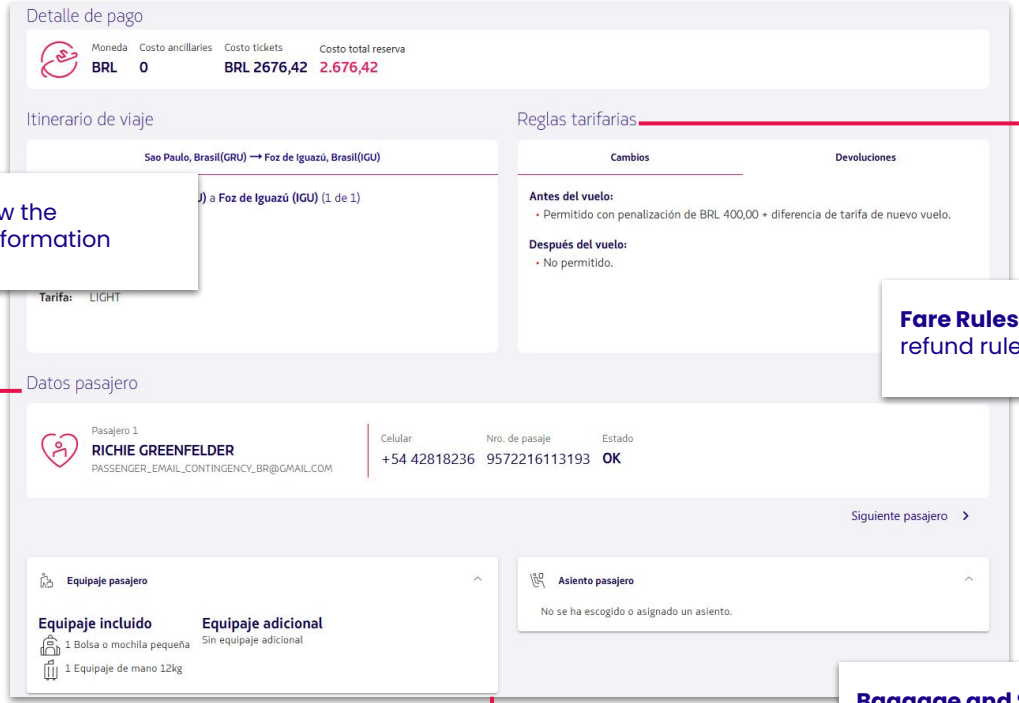
Arrival: Shows the flight's arrival date and time.

Duration: Indicates the travel time.

Cabin: Indicates the cabin selected at issuance (Economy Class, Premium Economy, or Business Class).

Fare: Indicates the fare family used at issuance (Light, Standard, Plus, Full, Premium Economy, or Premium Business).

Information available for "Fare Rules," "Passenger Data," and "Baggage and Seat."



Passenger Detail: Lets you view the passenger's data and ticket information

Fare Rules: Lets you view the change and refund rule, before the flight only.

Baggage and Seat: Lets you view the baggage and seat details.

Resources and Tutorials

Where you'll find all the manuals and videos available on LATAM Trade.

Thank You

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