



LATAM Trade Portal

Waiver Management (Policy and Courtesy) for NDC PNRs

WELCOMING
NEW HEIGHTS



LATAM Trade and NDC

With the new integrated flow between LATAM Trade and NDC, your agency gains greater autonomy over the process: the courtesy and policies waiver request is submitted in LATAM Trade and, once approved, the change or refund is processed directly in NDC, with the exemption applied automatically.

LATAM Trade and NDC Team

When initiating a courtesy o policies waiver request for a Change or Refund, the LATAM Trade system automatically identifies the PNR type, verifying whether it is an NDC PNR at the moment the transaction begins.



The screenshot shows the LATAM Trade system interface. The top navigation bar includes the LATAM logo, a language dropdown set to 'English', and a breadcrumb trail: 'Waiver Request' > 'Waiver Management' > 'Manuals'. A left sidebar contains menu items such as 'Agencies Management', 'Waivers', 'Waivers LATAM', 'Waivers Policies', 'Wvr After Sales Request', 'Waiver Presale Request', 'Wvrs After Sale Management', 'Waivers Presale Dashboard', 'Reports', 'Portal BDA', 'Status Ticket', and 'Create Case'. The main content area is titled 'Waiver Request' and features a search bar with a 'PNR' dropdown and a text input field containing 'KNIHJP'. A modal alert is displayed in the center, featuring an information icon and the following text: 'NDC Reservation Detected', 'This is an NDC reservation.', 'The waiver will be applied to the entire reservation.', 'All passengers and segments will be automatically selected.', and a note: 'Note: Please perform the split before proceeding with the transaction.' An 'Understood' button is located at the bottom of the modal. At the bottom of the page, there is a footer note: 'If you need support during the process, refer to the user manual, which you can find in the top menu under the "Manuals" button, or contact our support team through our chat located in the bottom'.

It is essential to note that, for exemption requests involving NDC PNRs, the PNR must contain exclusively the tickets that will be submitted for analysis.

If any ticket is not eligible for exemption, the reservation must be split, keeping in the PNR only the ticket that will effectively be evaluated for the waiver approval.

The LATAM Trade system will automatically select all passengers associated with the PNR and will enable only the “Continue” button to proceed with the transaction.

← **Waiver Request** Waiver Management Manuals

Agencies Management

Waivers

- Waivers LATAM
- Waivers Policies
- Wvr After Sales Request
- Waiver Presale Request
- Wvrs After Sale Management
- Waivers Presale Dashboard
- Reports

Portal BDA

Status Ticket

Create Case

Correct Name

Fares and Regulations Details

This is an NDC reservation.

The waiver will be applied to the entire reservation.

All passengers and segments will be automatically selected.

Note: Please perform the split before proceeding with the transaction.

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Booking information

PNR	PNR type	Booking Creation	PAX Number	POS	IATA	PCC	Office ID
KNHJP	INDIVIDUAL	26-FEB-26 06:20	1	CGB	—	—	—

Passenger information

Passenger Name	FOID	Passenger Type	TKT	
##### C#####	—	ADLT	9572275446986	✓

Segments information

Segment Number	MKT carrier	MKT Flight Number	Class	From	To	Departure Date/Hour	Segment Status	
1	LA	0715	0	GRU	SCL	21-APR-26 07:15	HK	✓
2	LA	0714	0	SCL	GRU	28-APR-26 16:00	HK	✓

Courtesy Waiver Requests

Select the “Changes” or “Refunds” option.

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Waivers

Select waiver type

Tipo de waiver*

Waiver: Refund

Waiver: Changes

Waiver: Refund ✓

Passenger name

ALEXANDRE CAMARAO

Cost per passenger*

0

Comment for internal use

I understand that this request will be automatically approved and the total cost will be immediately deducted from the agency's budget balance, without the possibility of a refund. Furthermore, for the ticket reissue, the transaction values need to be managed correctly and immediately (1 business day), otherwise, the agency may receive an ADM. I am aware that the generated Waiver number in the transaction needs to be entered in the endorsement box during the reissue process for ticket protection.

I have read and accept the [Terms and Conditions](#) and understand that it is my responsibility to ensure all information entered matches the reservation; otherwise, the agency may receive an ADM.

Cost detail

Passengers

ALEXANDRE CAMARAO USD 0

Total cost

USD 0(USD 0)

Accept

Then, select the option that best meets the exception request and proceed with the transaction.

Example of the Change Waiver Screen

Waivers

Select waiver type

Tipo de waiver*
Waiver: Changes

CHG NOT ALLOWED CHG FLT PNLT

Coin*
USD

Passenger name
ALEXANDRE CAMARAO

Cost per passenger*
0

Comment for internal use

I understand that this request will be automatically approved and the total cost will be immediately deducted from the agency's budget balance, without the possibility of a refund. Furthermore, for the ticket reissue, the transaction values need to be managed correctly and immediately (1 business day), otherwise, the agency may receive an ADM. I am aware that the generated Waiver number in the transaction needs to be entered in the endorsement box during the reissue process for ticket protection.

I have read and accept the [Terms and Conditions](#) and understand that it is my responsibility to ensure all information entered matches the reservation; otherwise, the agency may receive an ADM.

Example of the Refund Waiver Screen

Waivers

Select waiver type

Tipo de waiver*
Waiver: Refund

RFND NOT ALLOWED RFND ALLOWED WITHOUT PNLT

Coin*
USD

Passenger name
ALEXANDRE CAMARAO

Cost per passenger*
0

Comment for internal use

I understand that this request will be automatically approved and the total cost will be immediately deducted from the agency's budget balance, without the possibility of a refund. Furthermore, for the ticket reissue, the transaction values need to be managed correctly and immediately (1 business day), otherwise, the agency may receive an ADM. I am aware that the generated Waiver number in the transaction needs to be entered in the endorsement box during the reissue process for ticket protection.

I have read and accept the [Terms and Conditions](#) and understand that it is my responsibility to ensure all information entered matches the reservation; otherwise, the agency may receive an ADM.

Policy Waiver Requests

Select the “Changes” or “Refunds” option.

[← Volver](#)

Waivers

Seleccione el tipo de waiver

Tipo de waiver*

Waiver: Cambios

Waiver: Devolución

ALEXANDRE CAMARAO 0

Comentario para uso interno

- Entiendo que esta solicitud será aprobada automáticamente y el costo total será deducido inmediatamente del presupuesto de la agencia, sin posibilidad de reembolso. Para la reemisión del billete, los valores de la transacción deben calcularse correctamente y de manera inmediata (dentro de 1 días hábiles) de lo contrario, la agencia podría recibir un ADM. Soy consciente de que el número de Waiver generado en la transacción debe ser ingresado en el campo de endoso durante el proceso de reemisión para la protección de los billetes.
- He leído y acepto los [Términos y Condiciones](#) y entiendo que es mi responsabilidad asegurar que toda la información ingresada coincida con la reserva; de lo contrario, la agencia podría recibir un ADM.

Detalle de costos

Pasajeros

ALEXANDRE CAMARAO

USD 0

Costo total

USD 0(USD 0)

Aceptar

Then, select the option that best meets the exception request and proceed with the transaction.

Example of the Change Waiver Screen

[← Back](#)
Waivers

Select waiver type

Waiver Type*
Waiver: Changes

Motive*

General medical cases
Issues with documentation

Attach File Attached file is required
(Maximum size: 2 MB)

I understand that this request will be automatically approved and the total cost will be immediately deducted from the agency's budget balance, without the possibility of a refund. Furthermore, for the ticket reissue, the transaction values need to be managed correctly and immediately (1 business day), otherwise, the agency may receive an ADM. I am aware that the generated Waiver number in the transaction needs to be entered in the endorsement box during the reissue process for ticket protection.

I have read and accept the [Terms and Conditions](#) and understand that it is my responsibility to ensure all information entered matches the reservation; otherwise, the agency may receive an ADM.

Example of the Refund Waiver Screen

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Waivers

Select waiver type

Waiver Type*
Waiver: Refund

Motive*

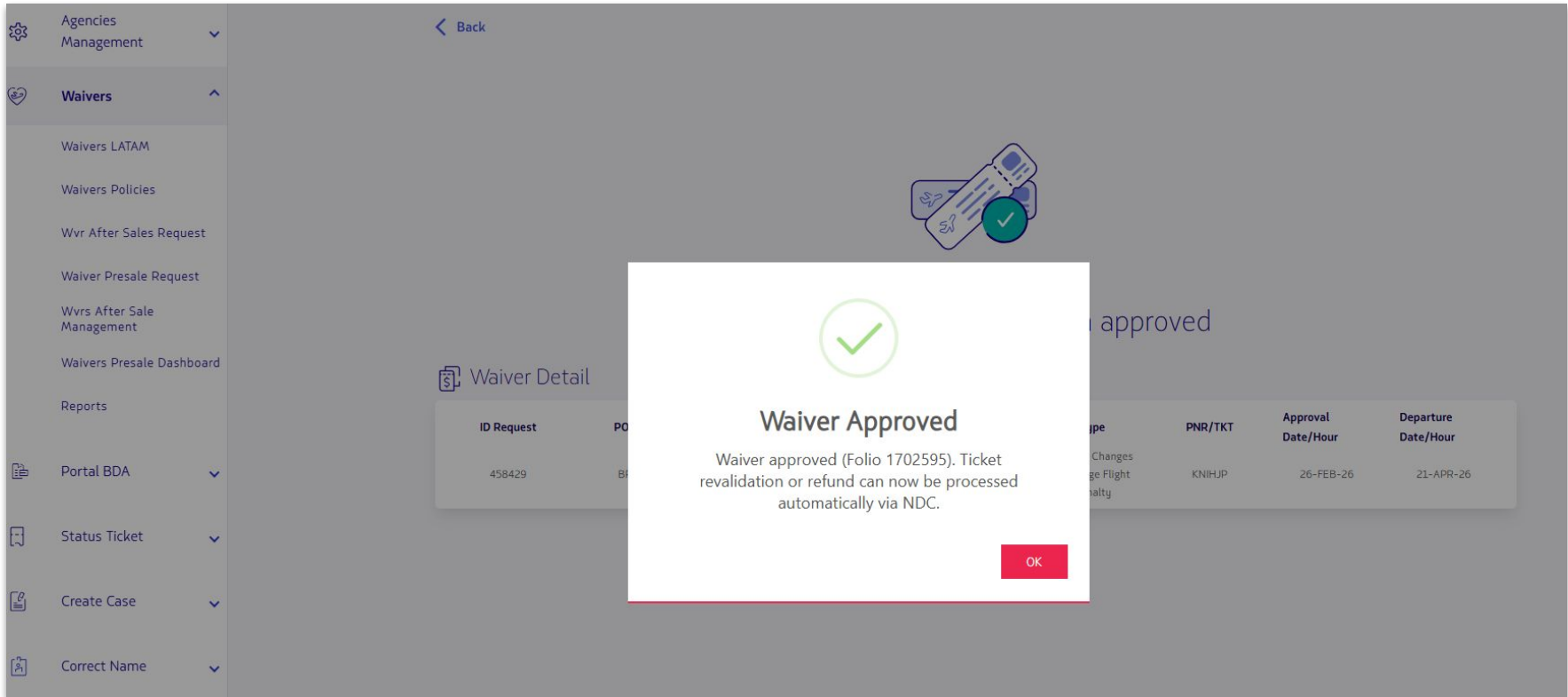
Error due to Duplication
Error due to Inverted Route
LATAM POLICY WAIVERS ORIGINAL PNR XXXXXX / ORIGINAL TKT XXXXXXXXXXXXX

Attach File Attached file is required
(Maximum size: 2 MB)

I understand that this request will be automatically approved and the total cost will be immediately deducted from the agency's budget balance, without the possibility of a refund. Furthermore, for the ticket reissue, the transaction values need to be managed correctly and immediately (1 business day), otherwise, the agency may receive an ADM. I am aware that the generated Waiver number in the transaction needs to be entered in the endorsement box during the reissue process for ticket protection.

I have read and accept the [Terms and Conditions](#) and understand that it is my responsibility to ensure all information entered matches the reservation; otherwise, the agency may receive an ADM.

At the end of the transaction, the system will inform you that the request has been approved and that the change or refund can be processed automatically in NDC.



Agencies Management

Waivers

Waivers LATAM

Waivers Policies

Wvr After Sales Request

Waiver Presale Request

Wvrs After Sale Management

Waivers Presale Dashboard

Reports

Portal BDA

Status Ticket

Create Case

Correct Name

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Waiver Detail

Waiver Approved

Waiver approved (Folio 1702595). Ticket revalidation or refund can now be processed automatically via NDC.

OK

ID Request	PO	PNR/TKT	Approval Date/Hour	Departure Date/Hour
458429	BA	KNIHJP	26-FEB-26	21-APR-26

Changes in NDC

In NDC, when retrieving the PNR/Order under “Purchase Details,” the system will indicate that there is flexibility available for managing the PNR for Changes or Refunds.

IMPORTANT: In NDC, when retrieving the PNR/Order under “Purchase Details,” the system will indicate that there is flexibility available for managing the PNR for Changes or Refunds.

The screenshot shows the LATAM NDC Portal interface. At the top, there are navigation tabs for Orders, Bookings, Help, and T&C. The user's name, Andrea, is displayed in the top right corner. The main content area is titled "Order details" and contains a table with the following information:

IATA 57502056	Order status Paid	Account Code	Order creator camarao@confiancaturismo.com.br	Payment method Cash
Order number LA9577157NDGK	PNR KNBKTM	Trip type One-way	Date of issue 26/02/26	Purchase channel Portal NDC

Below the table, there are tabs for "Changes", "Refunds", and "Void". A "Download documents" button is also visible. On the left side, there is a sidebar menu with options: Trip itinerary, Fare conditions, Payment details, and Order audit. The main content area shows the "Flight itinerary" section, which includes a notification: "Travel is now flexible: if you need to manage the trip, you can change the date or request a refund without penalty." Below this, the flight details for São Paulo (CGH) to Rio de Janeiro (SDU) are shown, including the flight number LA3900, operated by LATAM Airlines, and the following details:

Departure: 13/05/26 6:20	PNR Status: HK
Arrival: 13/05/26 7:20	Cabin: Economy
Duration: 1 hr.	Fare: Light

In the Flexibility notice, select Change or Refund according to the exception approved in LATAM Trade, and process the ticket directly in NDC.



This process will not be available when the form of payment is TKT.

Conditions of the change

Keep this information in mind before making changes to this order:

- If the order includes **seats and priority boarding**, they will be refunded to the original payment method once the change has been made.
- If there is **additional baggage** beyond what is included in the fare, it will be added to the new flights. For orders with a route change, the amount will be refunded to the original payment method.
- Ticket changes **will apply to all passengers on the order**.
- The route change **will apply to the entire order**. If the order is for an international flight, the route change must also be international. If the order is for a domestic flight, the change must be domestic and respect the country of origin.
- If the first segment has been flown, **you can only change the date of the segments that are still available**.

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Change flights

Order Number: **LA9577157NDGK**

São Paulo (CGH) ➔ **Rio de Janeiro (SDU)** | **1 Passengers** **One-way**

 Enable route change

Change the dates of the flights

Select the date of the flight you need to change and continue to select the fare and time.

Original departure date: 05/13/26

When changing your flight, you will only have to pay the price difference (if applicable).

New departure date
dd / mm / aaaa



Continue

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

Choose a fare and time for the flights

Information about the change

- There may be a fare difference in the new flights, resulting in a **refund or amount due**.
- The change **will affect all passengers on the order**.

Details of the new flight

São Paulo, CGH - Brazil ➔ Rio de Janeiro, SDU - Brazil
 Departure: 05/16/26

[Change](#)

Filter by: All

Sort by: Lower price

Fare Light

[See fare details](#)

Departure: [Direct](#)

06:25 CGH

Duration
1 hr.

07:25 SDU

Selected

Fare Light

[See fare details](#)

Departure: [Direct](#)

07:40 CGH

Duration
1 hr.

08:40 SDU

Select

Summary of the original flight

Departure
Light

São Paulo (CGH)
 13-05-2026
 06:20

Rio de Janeiro (SDU)
 13-05-2026
 07:20

New outbound flight

Departure
Light

São Paulo (CGH)
 16-05-2026
 06:25

Rio de Janeiro (SDU)
 16-05-2026
 07:25

Difference to be paid for 1 adult

R\$326.61

Continue

The system will automatically display the applicable amounts considering the penalty waiver.
If there is a fare difference, it will be duly charged.

LATAM AIRLINES NDC PORTAL
Notifications | JAL: 57502056 | A Andrea

Confirm the flight change

Order number LA9577157NDGK 1 passenger.
one way São Paulo to Rio de Janeiro.

Details about the change

Total to be paid: R\$75.97	
Difference payable 1 passenger	R\$352.78
New fare for 1 passenger	R\$428.75
Difference for new fare	R\$75.97
Change fee	R\$0.00
Total to be paid: R\$75.97	

Payment method

Cash

Credit card | UATP

Do you need to add tax information?
The information entered will be included on the purchase receipt, although it may take several minutes to appear.

Add information

The passenger making the purchase declares that they have read and accepted the [terms and conditions](#)

Confirm

Summary of the original flight

Departure Light

São Paulo (CGH) 13-05-2026 06:20	Rio de Janeiro (SDU) 13-05-2026 07:20
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New outbound flight

Departure Light

São Paulo (CGH) 16-05-2026 06:25	Rio de Janeiro (SDU) 16-05-2026 07:25
--	---

The change penalty will always appear as zero. If there is a fare difference, it will be the only amount charged.

The system will automatically reissue the ticket. To view the transaction summary, click on “Download document” and then on “Sales receipt.”

Order details

IATA

57502056

Order status

Paid

Account Code

Order creator

camarao@confiancaturismo.com.br

Payment method

Cash

Order number

LA9577157NDGK

PNR

KNBKTM

Trip type

One-way

Date of issue

26/02/26

Purchase channel

Portal NDC

Changes

Refunds

Void

Download documents

Trip itinerary

Fare conditions

Payment details

Order audit

Flight itinerary

São Paulo - Rio de Janeiro

May 16 (1 of 1)

São Paulo (CGH) → Rio de Janeiro (SDU)

LA3904, operated by LATAM Airlines

Flight details:

Departure: 16/05/26 | 6:25

Arrival: 16/05/26 | 7:25

Duration: 1 hr.

PNR Status: HK

Cabin: Economy

Fare: Light

Passengers:

In the document summary, you can verify that no penalty was charged.

PASSENGER ITINERARY/RECEIPT

TAM Linhas Aéreas S.A. - Rua Ática, 673, andar 6, sala 62, Jardim Brasil, São Paulo/SP, CEP: 04.634-042 São Paulo Brasil
 CNPJ: 02.012.862/0001-60

ORDER: LA9571434RIIS
BOOKING REFERENCE: QTILTZ
TICKETING NUMBER: 9572268491088
DATE OF ISSUE: 2026-02-25
AGENCY IATA: 57550043
TAX INFORMATION:

PASSENGER NAME: ANA MR LIA
DOCUMENT TYPE: DNI
DOCUMENT NUMBER: 31309373825

ITINERARY

Flight number	Origin	Destination	Departure date	Arrival date	Farebasis	Cabin	Fare
LA3900	CGH	SDU	14/04/26 6:20	14/04/26 7:20	QWPCGH1	Economy	
LA3173	SDU	CGH	21/04/26 6:45	21/04/26 7:55	NJPCGH1	Economy	

FARE CALC: SAO LA RIO205.73LA SAO388.59BRL594.32END

PAYMENT METHOD: ELECTRONIC TICKET - CASH
PAYMENT AUTHORIZATION CODE: 020231
PENALTY EXCHANGE: BRL 0
ORIGINAL FARE w/TAX: BRL 498.5
EXCHANGE FARE: BRL 594.32
TAX: BRL 124.76
 BR3: BRL 124.76
TOTAL: BRL 220.58

The change penalty will always appear as zero.

Refunds in NDC

IMPORTANT: The refund waiver via NDC may be requested exclusively for active PNRs or up to 72 hours after the completion of the last flight on the ticket.

In NDC, when accessing the “Purchase Details,” the system will indicate that there is flexibility available for managing the PNR for Changes or Refunds.

Order details

IATA 57502056	Order status Paid	Account Code	Order creator camarao@confiancaturismo.com.br	Payment method Cash
Order number LA9577157NDGK	PNR KNBKTM	Trip type One-way	Date of issue 26/02/26	Purchase channel Portal NDC

Flight itinerary

São Paulo - Rio de Janeiro
May 13 (1 of 1)

São Paulo (CGH) → Rio de Janeiro (SDU)
LA3900, operated by LATAM Airlines

Flight details:

Departure: 13/05/26 6:20	PNR Status: HK
Arrival: 13/05/26 7:20	Cabin: Economy
Duration: 1 hr.	Fare: Light



For Brazil:

No action is required from the agency.

Once the refund is approved, the agency should simply wait for the processing, which will be completed using the same form of payment used for the purchase.



For other countries:

Process valid only for active PNRs or up to 72 hours after the NO SHOW of the last flight.

Agencies using **BSP Link** must submit the refund request through BSP Link.

Agencies using **ARC** must contact support to request the refund. also.



WELCOMING
NEW HEIGHTS



LATAM
AIRLINES