





LATAM Trade Users (Agency Management)



Profile Management in LATAM Trade

Profile Management functionality empowers agency administrators to define user access, approval rights, and visibility across all LATAM Trade platform modules.

The following modules and actions can be configured per profile:

Waivers – Automatic or manual requests.

Correct Name - Ticket name corrections.

Booking, Fare, and Ticket Status Inquiry – Detailed viewing based on access level.

Agency Administrator Management – Full control over access, permissions, and budget management.

This feature provides enhanced control, security, and autonomy for efficient platform utilization by agencies.

Principal Tipos de Usuários

- Agency Admin Matrix
 - Has permissions to manage agency access within LATAM Trade, including user creation, budget viewing, waiver management, booking and fare inquiries, ticket status checks, name corrections, and report access.
- O2 Admin Matrix Manual

 Profile with permission to approve LATAM waiver requests.
- Travel Agent Matrix (Total)

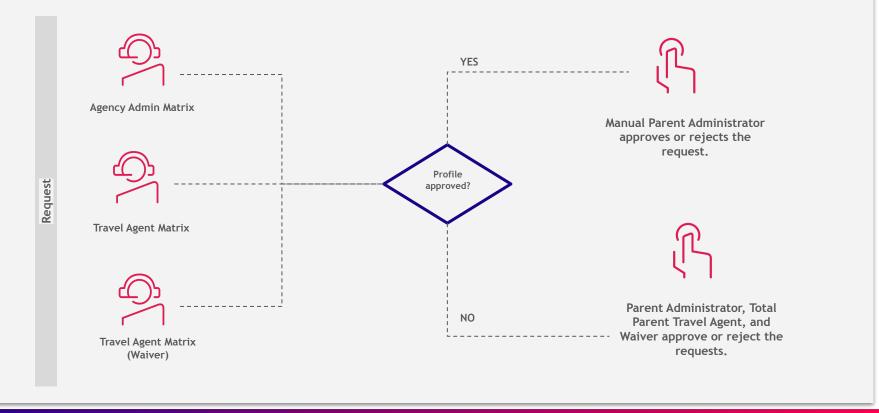
 Profile with permission to execute LATAM waiver requests, booking and fare inquiries, ticket status checks, and name corrections.
- Travel Agent Matrix (Waiver)
 Profile with permission to execute LATAM waiver requests

Travel Agent Matrix (Non Waiver)

Profile with permission to perform booking and fare inquiries, ticket status checks, and name corrections.

LATAM Trade Waiver Negotiation Flow.

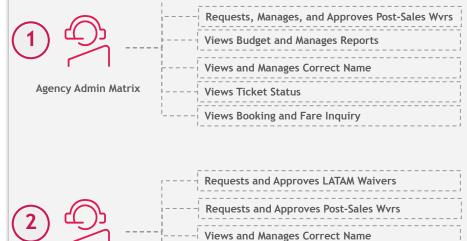




LATAM Trade Profile

Travel Agent Matrix





Views Ticket Status

Views Booking and Fare Inquiry

Requests, Manages, and Approves LATAM Waivers



Travel Agent Matrix (Waiver)

Requests and Approves LATAM Waivers

Requests and Approves Post-Sales Wyrs



Travel Agent Matrix (Non Waiver)

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Admin Matrix Manua

Views and Manages Correct Name

Views Ticket Status

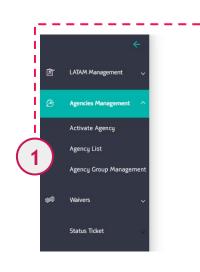
Views Booking and Fare Inquiry

When an agency chooses to centralize waiver approvals, the "Manual Parent Agency Administrator" profile becomes responsible for approving waiver requests submitted by the following profiles: Parent Agency Administrator, Parent Travel Agent, and Parent Travel Agent (Waiver).

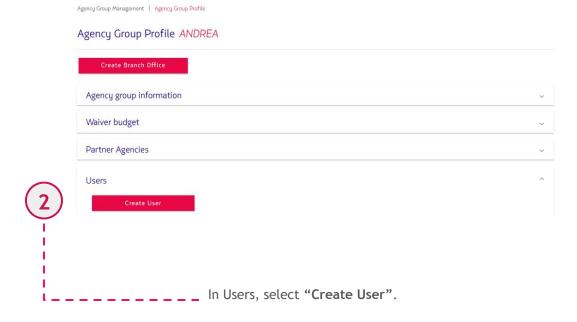
How to create a User?



The Head Office Agency Administrator profile has permission to manage users.



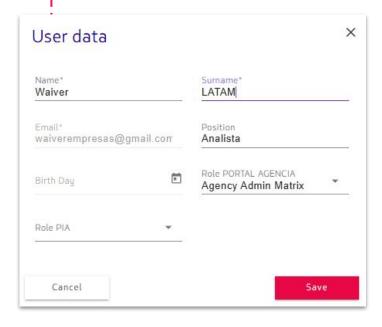
Select the "Agency Group Management" option.



How do I create a user?



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

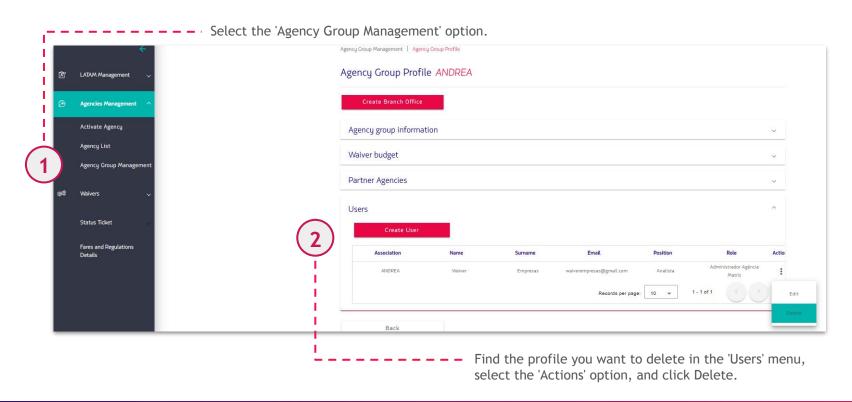


Select the profile you want to assign to the user and click Save. X User data Name* Surname* Waiver LATAM Email* Position waiverempresas@gmail.com Analista Role PORTAL AGENCIA Birth Day Agency Admin Matrix Role PIA Cancel Save

How do I delete a user?



The Head Office Agency Administrator profile has permission to manage users.

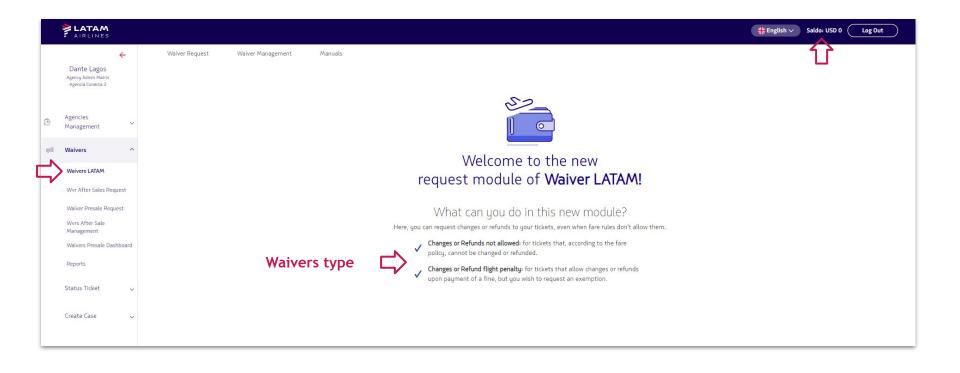




Waivers LATAM

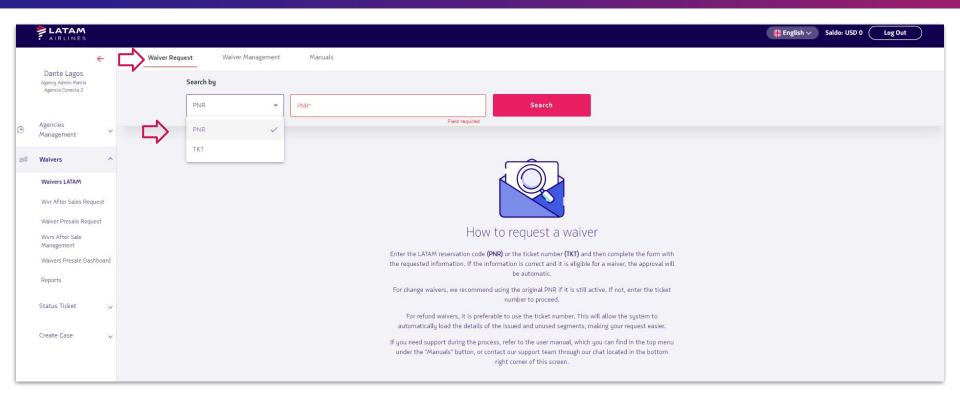
When accessing our LATAM Trade portal, you will see the new LATAM Waivers menu, enabled for changes and refunds, as highlighted below:





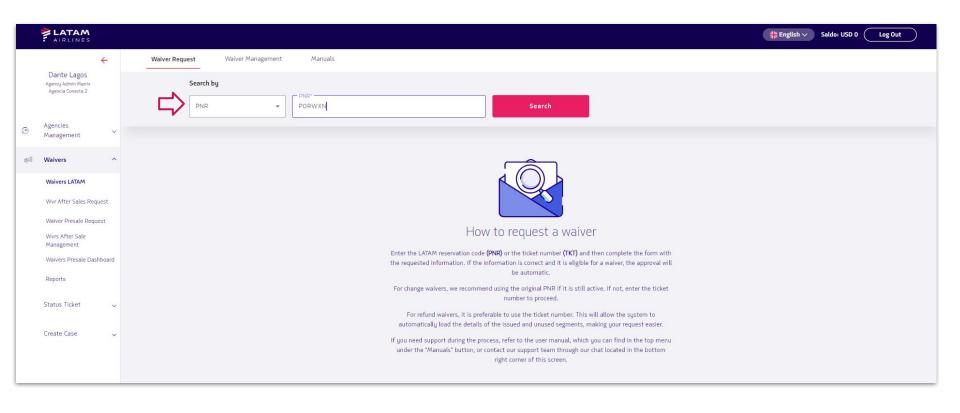
By selecting the "Waiver Request" button, you can begin an analysis using either the PNR or TKT.





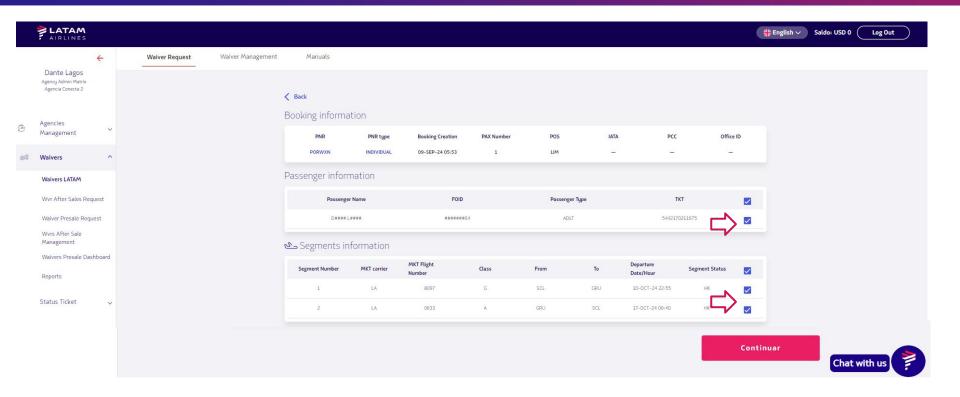
To start, you need to enter the PNR or TKT information and click "Search."





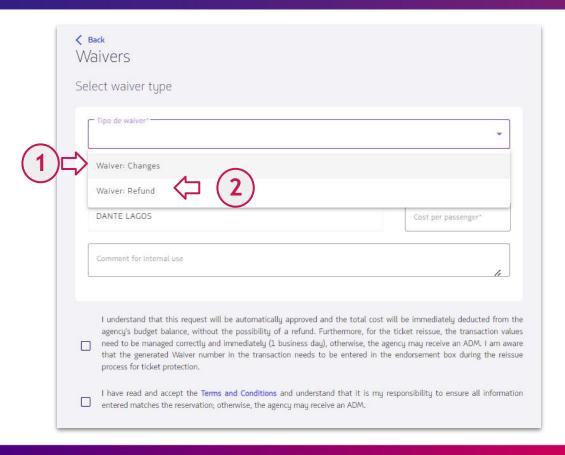
Select the passenger and segments for which you wish to request the waiver, and click "Continue."





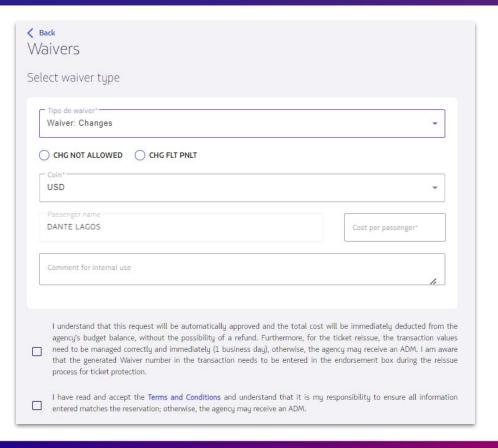
Choose the type of Waiver: 1 - Changes or 2 - Refunds.





For Change Waivers, the following options are available:



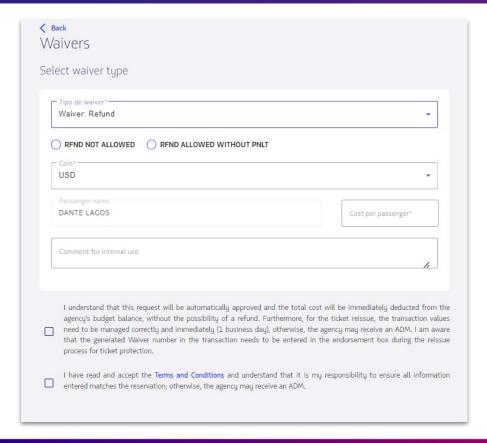


Changes Not Allowed: for tickets that, according to fare policy, do not permit changes.

Changes with Penalty: for tickets that allow changes with a penalty fee, but you are requesting an exemption.

For Refund Waivers, the following options are available:



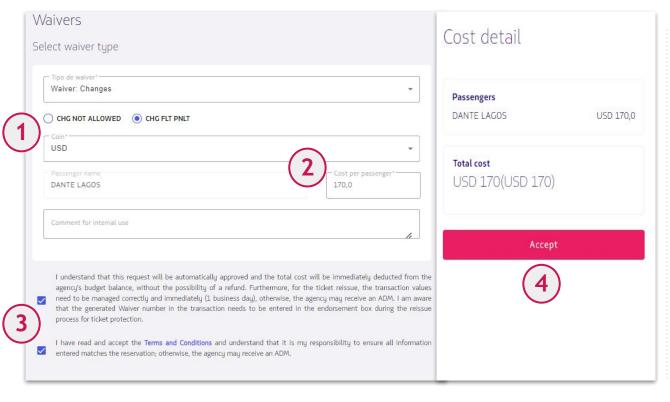


Refunds Not Allowed: for tickets that, according to fare policy, do not permit refunds.

Refunds with Penalty: for tickets that allow refunds with a penalty fee, but you are requesting an exemption.

Continúe con los siguientes pasos de análisis:

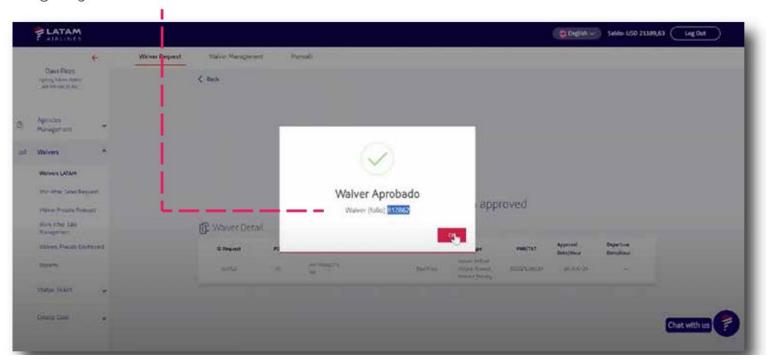




- 1 The currency is loaded automatically.
- 2 The transaction amount is generated automatically.
- 3 Accept the terms and conditions related to the transaction to generate the waiver.
- 4 Click "Accept."

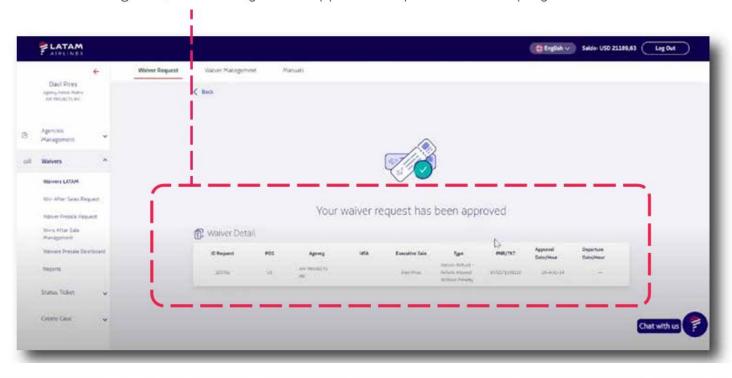


Upon clicking "Accept", the system will automatically generate the waiver, provided the agency has sufficient balance.





After clicking "OK", a summary of the approved request will be displayed.



The waiver information will be added to the PNR. For Change Waivers: When reissuing the ticket, it is necessary to enter the waiver number in the endorsement field to protect the ticket.



```
IGW
IGD
*IDGBVOW
IDGBVO
1.1PHALANGE/REGINA
1 LA3922Q 25DEC W CGHSDU HK1 1410 1515 /E
/OPERATED BY LATAM AIRLINES BRASIL
TKT/TIME LIMIT
1.T-28MAY-MIA5DAL
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 OUOTE RECORD EXISTS - *POS
LA FACTS
2.SSR WVER LA 3922Q25DEC/CHANGE FLIGHT PENALTY 778005 LATAMTR
ADE NN1
3.SSR LAXP LA 3922Q25DEC/LATAM XP USER NN1
RECEIVED FROM - TESTE DAVI
OAC - LA MIA 54 1099793
MIA-MIA-54.MIA5DAL 1010/28MAY24 IDGBVO H
```

IMPORTANT:

To reissue the ticket, it is essential to enter the waiver code in the endorsement field.

For the **CHANGE WITH PENALTY** (CHG FLT PNLT) waiver type, enter: **CFP + WAIVER**For the **CHANGE NOT ALLOWED** (CHG NOT ALLOWED) waiver type, enter: **CNA + WAIVER**

For Refund Waivers



```
HAGWCP
1.1LAWRENCE/JOHNNY
1 LA3906N 25DEC W CGHSDU HK1 0815 0920 /E
     OPERATED BY LATAM AIRLINES BRASIL
TKT/TIME LIMIT
  1.T-27AUG-MIA5DAL
 2.TE 0452171524436 LAWRE/J MIA5DAL 1126/27AUG
VCR COUPON DATA EXISTS  *VI TO DISPLAY
PHONES
 1.MIA55-55-55555555 1.1 LAWRENCE/JOHNNY
PRICE OUOTE RECORD EXISTS - *POS
  2.SSR BRND LA 3906N25DEC/SL
  3.SSR WVER LA 3906N25DEC/REFUND ALLOWED WITHOUT PENALTY 81335
RECEIVED FROM - DAVI
OAC - LA MIA 54 1099793
MIA-MIA-54.MIA5DAL 1025/27AUG24 HAGWCP H
```

Refunds:

When entering the ticket into ARC or BSP, you must enter the waiver number in the endorsement field to ensure the transaction is properly recorded, so the refund team can fully refund the ticket value.





You can also use the new waiver module for PNRs or tickets issued through NDC by LATAM.

Waiver Change: To complete the change, you must contact the Global Sales Support team to adjust the fare mask and reissue the ticket.

Waiver Refund: As with other refund with waiver cases, agencies should use BSP LINK or ARC to submit their requests, entering the waiver code provided by LATAM.



Correct Name



Correct Name en LATAM Trade

The new functionality of LATAM Trade provides the ability to correct the name on a booking in cases of issuance errors in NDC and GDS, under the following conditions:

For tickets issued by LATAM, for itineraries that are 100% LA.

For unused tickets issued at any domestic or international rate.

For flights that are within the commercial window (more than 48hs for the flight).

NOTE: A split of a PNR should be performed when there is more than one passenger, and the name correction applies to only one of them. In cases where the name correction applies to all passengers, a split will not be necessary.

Types of Correct Name

- Name or surname spelling errors (maximum 3 letters)

 Example: GONSALES DANIELE por GONZALEZ DANIELLE
- Reversed name (keeping the surname) or reversed surname (keeping the names).

Example: SILVA/MARIA ANA por SILVA/ANA MARIA

Add a first name or last name while keeping the original first and last names.

Example 1: SILVA/ALBERTO por SILVA/LUIS ALBERTO

Example 2: RUIZ/ALBERTO por RUIZ TORO/ ALBERTO

04 Duplicate name and surname while keeping the name.

Example: FARIA FARIA/HIGOR por FARIA/HIGOR

O5 Correction of names by adding or removing suffix.

Example: JR/JOSÉ, JÚNIOR/JOSÉ

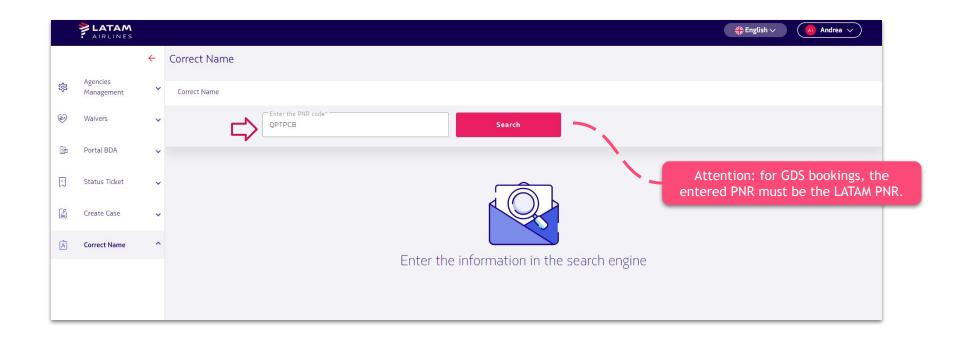
Upon entering LATAM Trade, you will be able to view the "Correct Name" menu.





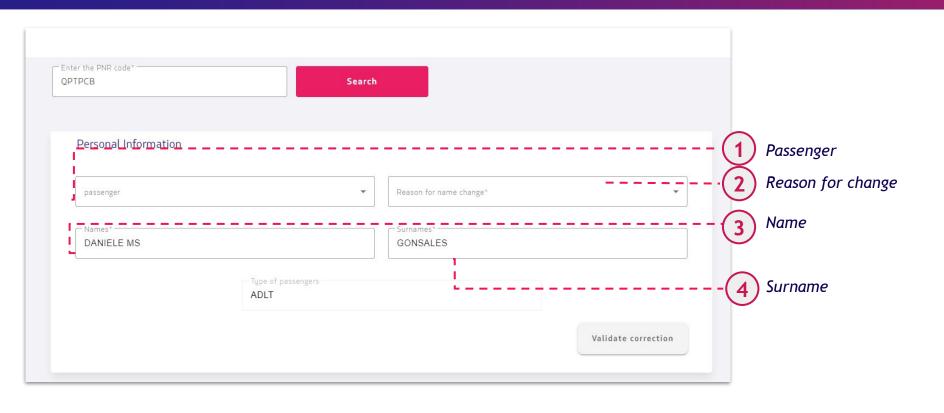
To start, you need to enter the PNR data and click on "Search".





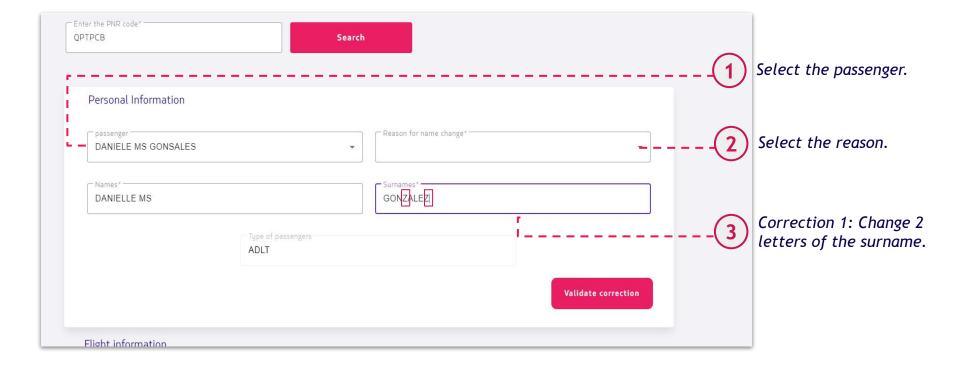
Next steps, select the following options:





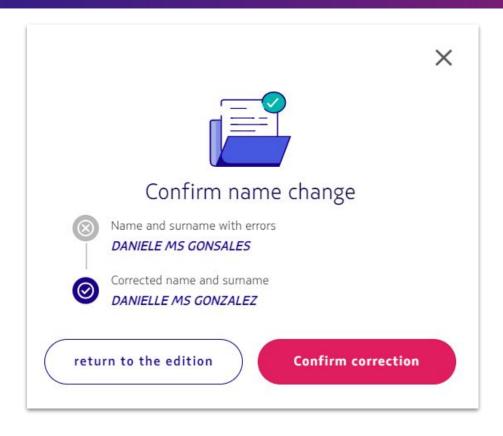
Example: Spelling errors in the name or surname (maximum 3 characters).





Once the name correction is validated, the system will confirm the transaction.





Upon confirmation, the system will notify that the change has been successfully made.









For agencies that use an application developed with our services (API).

The update of names in PNRs and tickets does not occur instantly. This process may take approximately 2 minutes to complete.

Therefore, we recommend that after making the name change, you wait 2 minutes and then refresh your screen to view the updated information.

For NDC by LATAM and e-LATAM bookings, the name will be automatically updated in the PNR and the ticket.



```
ODTOCE
  .1GONZALEZ/DANIELLE MS
 I LA3944S U8NOV F CGHSDU HK1 2000 2100 /E
     OPERATED BY LATAM AIRLINES BRASIL
TKT/TIME LIMIT
 1.T-160CT-SSA5NDC
 2.TE 9572200467094 GONSA/D SSA5NDC 0849/160CT
VCR COUPON DATA EXISTS *VI TO DISPLAY
PHONES
 1.SSA55--11998765432-C-1.1
PASSENGER EMAIL DATA EXISTS *PE TO DISPLAY ALL
PRICE QUOTE RECORD EXISTS - *PQS
PROFILE INDEX DATA EXISTS *PI TO DISPLAY ALL
LA FACTS
  1.SSR BRND LA NN1 CGHSDU3944S08NOV/KM
  2.SSR DOCS LA HK1/I/BR/31309373825/BR/16JAN1987/F/31DEC2030/G
    ONSALES/DANIELE
  4.SSR LAXP LA 3944S8NOV/LATAM XP USER NN1
  5.SSR FOID LA HK1/NIBR31309373825
VCR*9572200467094«
VIRTUAL COUPON RECORD
19572200467094
                      NAME-GONZALEZ/DANIELLE MS
                                                      160CT24
TTL NBR OF CPNS- 1 DATE OF ISSUE-160CT24 PNR-OPTPCB
CPN A/L FLT CLS DATE
                        BRDOFF
                                TIME
                                      ST F/B
                                                       STAT
       3944
                 08NOV CGHSDU
                                2000
                                      OK SJHX0N4/DD01
                                                       OK
                                          706.22
FARE BRL
         648.35 TAX
                        57.87BR TOTAL BRL
```

In a GDS PNR, LATAM Trade will only correct the PNR Name, as shown in the example below:



```
.1GONSALES/DANIELE MS
 1 LA3944S U8NOV F CGHSDU HK1
                               2000 2100 /E
     OPERATED BY LATAM AIRLINES BRASIL
TKT/TIME LIMIT
 1.T-160CT-SSA5NDC
  2.TE 9572200467094 GONSA/D SSA5NDC 0849/160CT
VCR COUPON DATA EXISTS *VI TO DISPLAY
PHONES
  1.SSA55--11998765432-C-1.1
PASSENGER EMAIL DATA EXISTS *PE TO DISPLAY ALL
PRICE QUOTE RECORD EXISTS - *PQS
PROFILE INDEX DATA EXISTS *PI TO DISPLAY ALL
LA FACTS
  1.SSR BRND LA NN1 CGHSDU3944S08NOV/KM
  2.SSR DOCS LA HK1/I/BR/31309373825/BR/16JAN1987/F/31DEC2030/G
    ONSALES/DANIELE
  4.SSR LAXP LA 3944S8NOV/LATAM XP USER NN1
  5.SSR FOID LA HK1/NIBR31309373825#
```





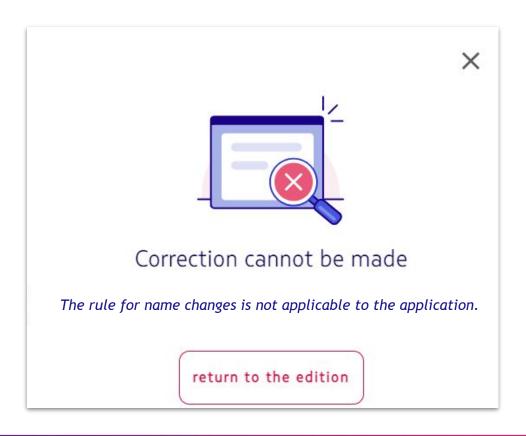
Immediately after correcting the name in LATAM Trade, in accordance with the rules available in the tool.

It will be necessary to reissue the ticket as a "historical reissue." It is essential to document this reissue with the message "NM CORRECTION" in the ticket's endorsement field.

IMPORTANT: After the name correction, the ticket reissue must be completed immediately.

When the name correction validation is not allowed, the system will display the following message.









For agencies using NDC services through the API.

The update of names on PNRs and tickets is not instantaneous. This process may take approximately 2 minutes to complete.

Therefore, we recommend that after making the name change, you wait 2 minutes and then refresh your "Portal" to view the updated information.

When the correction rules do not allow a name change, you can submit a request to our support team for analysis.



To proceed, click on the "Wrv After Sales Request" button. In the "Wrv After Sales Request" module, fill in the fields as follows:

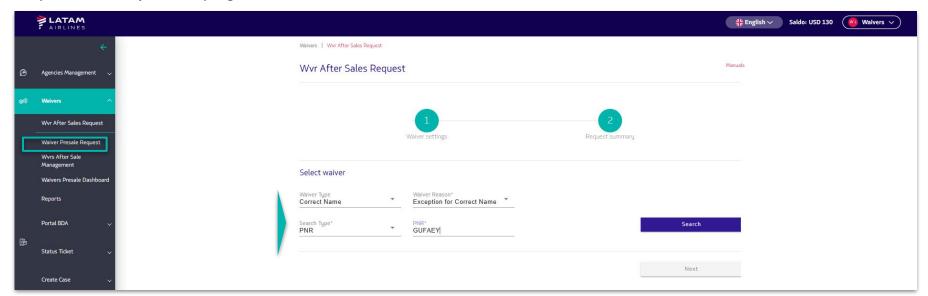
• Waivers Type: Correct Name

Waivers Reason: Specify the reason

Search Type: PNR or TKT

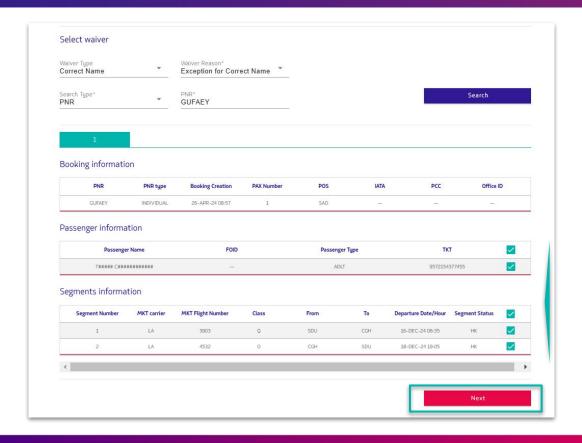
• PNR or TKT: [Enter the corresponding number

Refer to the example below for guidance:



Select the passenger, the segments and click "Next"





Enter the new PNR, the required documentation for analysis, and a description of the reason for the change. Then, submit the request for review by our support team.

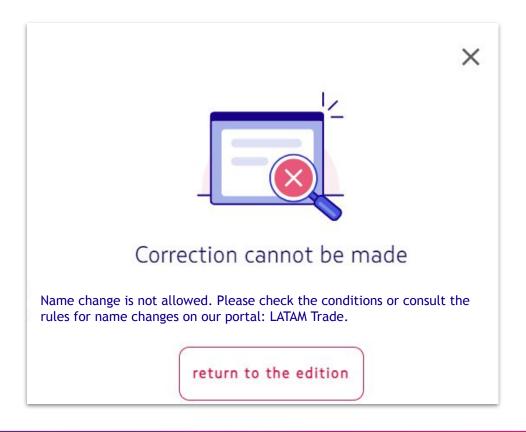


			2		
	Waiver settings		Request summary		
Request summa	nı				
1	9				
Туре	Correct Name				
Reason	Reason Exception for Co				
PNR	GUFAEY View Detail				
Agency PNR (Optional)	Enter agency PNR ZXCVBN	0			
Attach File	Apresentação1.jpg		×		
(Maximum size: 2 MB)					
Add Remark (Optional)	Name Change after divorce	ke	le		
4			25 / 500		

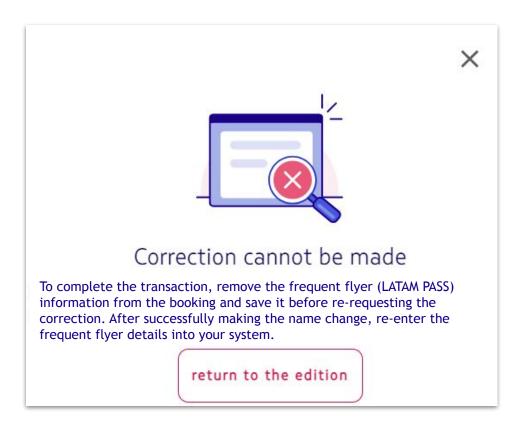
IMPORTANT: To process the requests, it is essential to provide documentation that supports the need for the name correction.

For more information about the Correct Name rules, access the LATAM Trade Portal at https://www.latamtrade.com

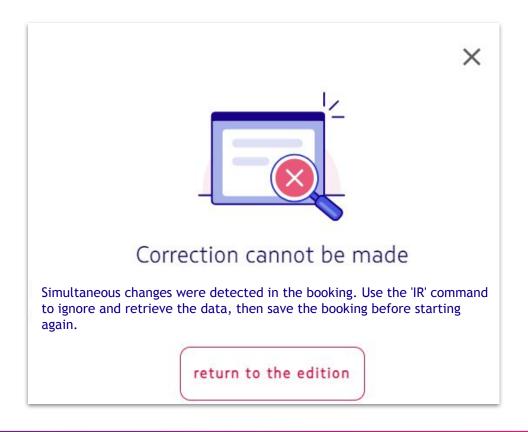




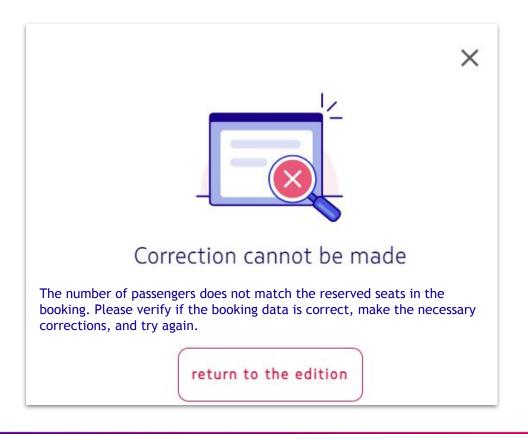




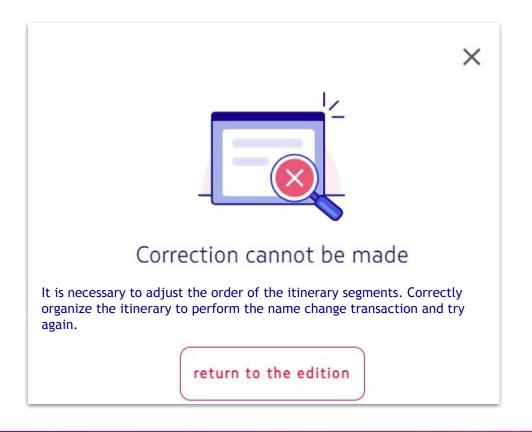




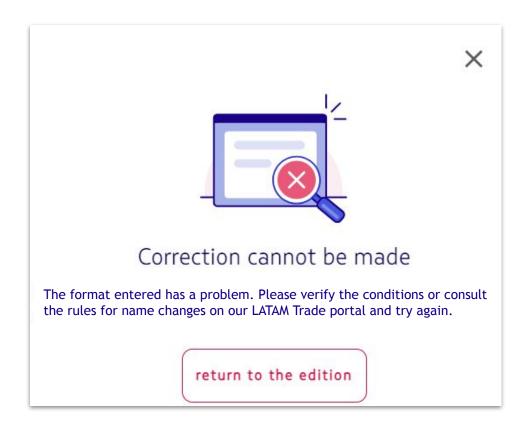




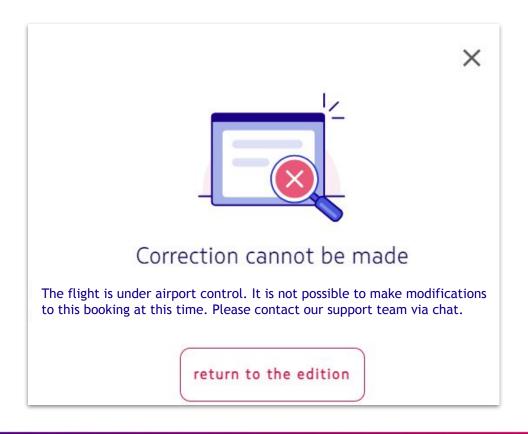




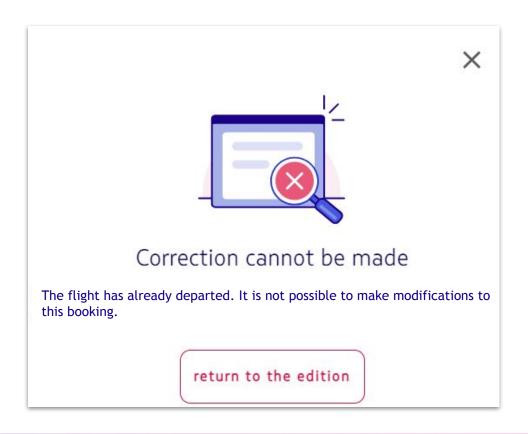




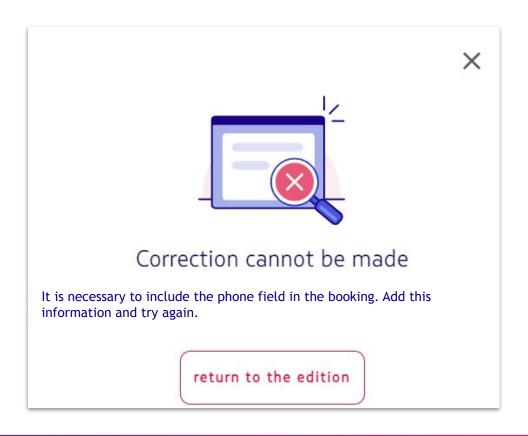




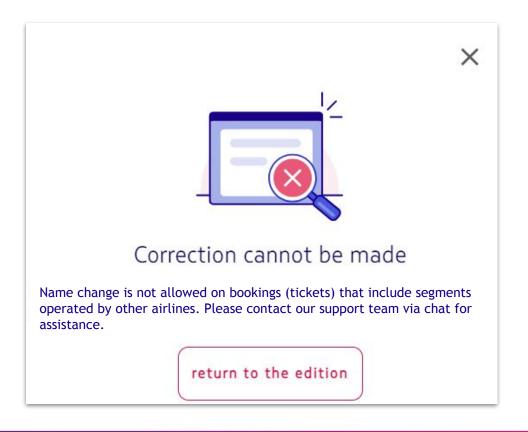














Fares and Regulations Details



Fares and Regulations Details

We are always looking to make your day-to-day easier. That's why we are pleased to introduce a new feature in LATAM Trade: the Reservation and Fare Inquiry module.

With this new addition, you will have access to detailed information about the fare rules of PNRs or Orders issued with LATAM, quickly and in a centralized way.

This feature is available for reservations originating from NDC, e-LATAM, and GDS, allowing you to inquire about both future and completed flights.

What can you inquire about?

- General ticket information: Full display of passengers, additional service fees (ancillaries), total ticket value, flight segments, and other important details.
- Fare rules: Access to specific rules for changes and refunds by segment, allowing for more precise control over fare conditions.
- O3 Itinerary information: Complete details of the reservation itinerary, including all flight stages and connections.
- Passenger data: Inquiry of personal information about the passengers, such as name, documents, and status.
- **Baggage and seats:** Verification of information related to permitted baggage and seat assignments.

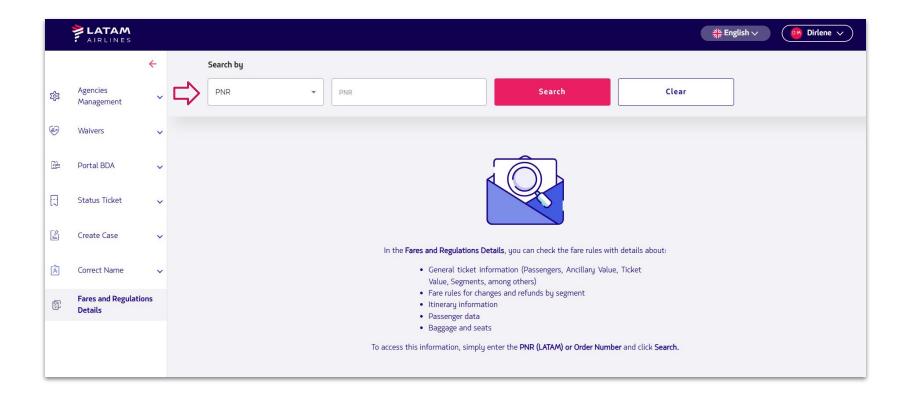
In LATAM Trade, select 'Fares and Regulations Details' from the left sidebar menu.





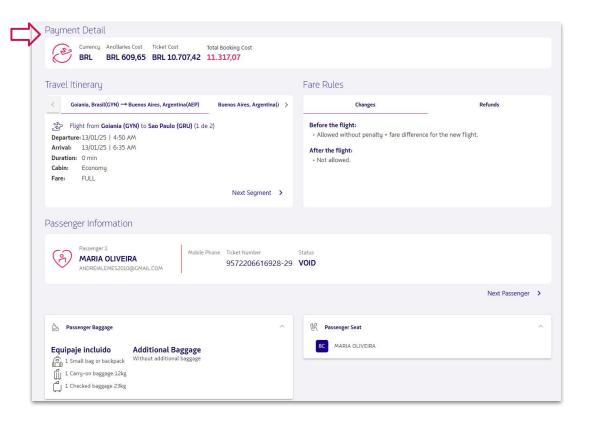
Enter the PNR details and click 'Search' to begin the query.





Payment Details information





Currency Details: Allows you to view the currency used for the reservation issuance.

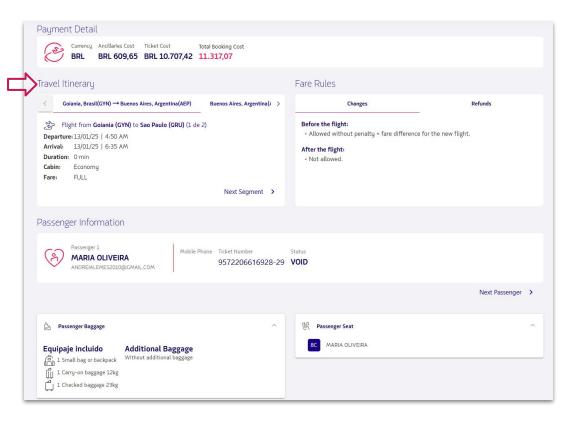
Ancillaries Cost: Displays the costs related to the purchase of additional services, such as extra baggage allowance or seat reservation.

Ticket Cost: Shows the total cost of the tickets, considering the fare and fees for all passengers included in the reservation.

Total Booking Cost: Presents the total issuance cost, including fares, fees, and additional service costs for all passengers included in the reservation.

Itinerary Information





Segment details: Allows you to view the cities and/or airports of origin and destination.

Departure: Displays information about the flight's departure date and time.

Arrival: Displays information about the flight's arrival date and time.

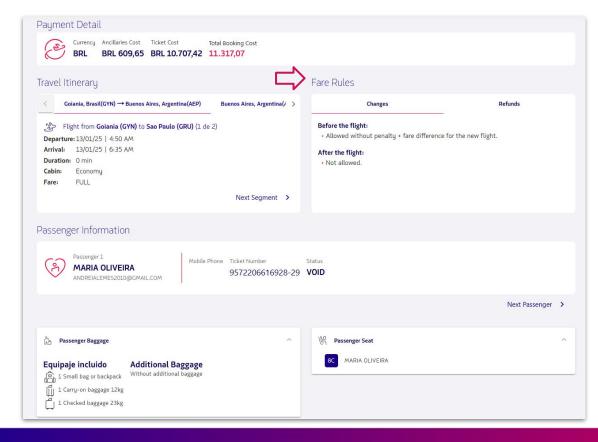
Duration: Indicates the travel time.

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

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

Fare Rules information



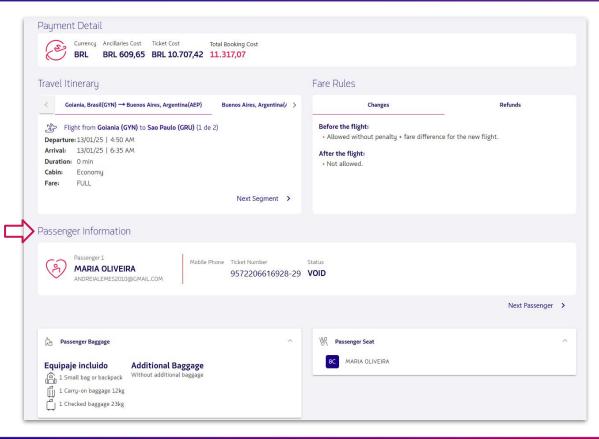


Change Rule Details: Allows you to view the rule applied for changes before and after the flight.

Refund Rule Details: Allows you to view the rule applied for refunds before and after the flight.

Passenger information



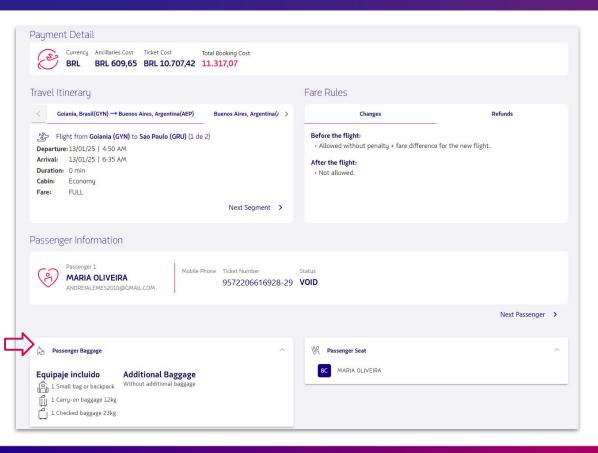


Passenger Details: Allows you to view the passengers' names, email, and phone number.

Ticket Details and Status: Allows you to view the ticket number and its status.

Passenger Baggage and Passenger Seat



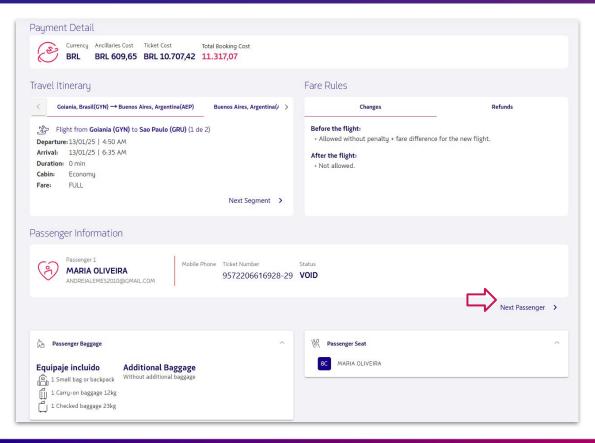


Baggage Details: Allows you to view the amount of baggage permitted for boarding per passenger.

Seat Details: Allows you to view the reserved seats.

For multi-passenger bookings





The information about the passenger's details, baggage allowance, and seats will always be available for the passenger shown on the inquiry screen.

If the reservation includes more than one passenger, simply click the "Next Passenger" button to navigate through the information of the other members of the reservation.

Our commitment is to provide tools that make your work more efficient and easier.

We hope this update helps you offer an even better experience to your customers!

LATAM Airlines Team





There are some limitations for viewing a reservation in the New Module:

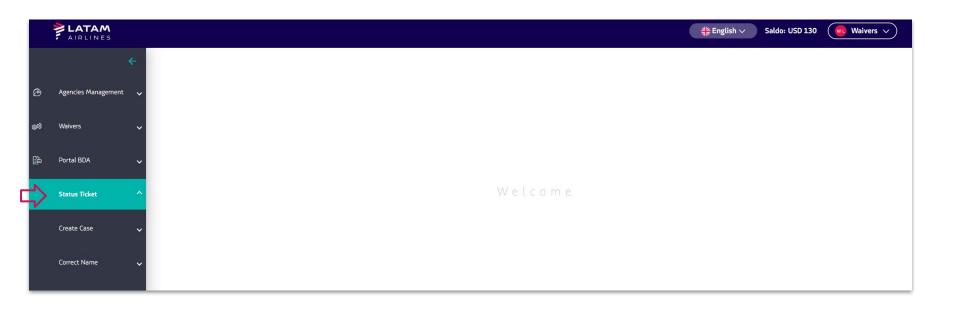
- 1 It is not possible to consult reservations with a refunded status.
- 2 The refund status is not displayed in this module.
- 3 PNR data originating from GDS can be consulted, but in some cases, if the GDS PNR is not migrated to an NDC order, the system may show an error and fail to load the information.



Status Ticket

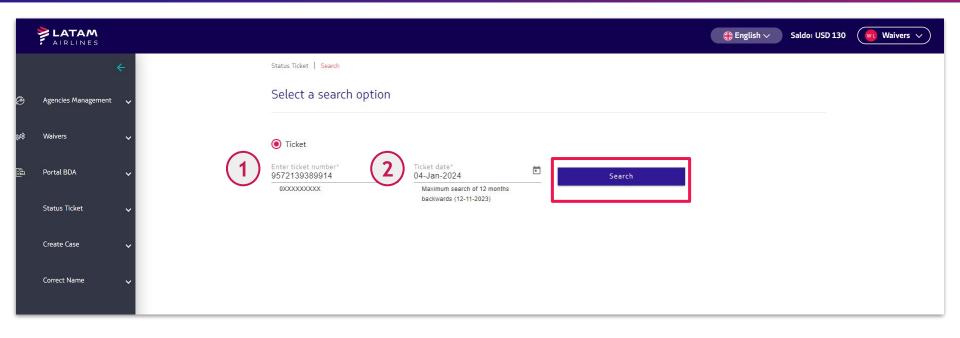
Upon entering LATAM Trade, you will be able to view the "Status Ticket" menu.





To start, you need to enter: 1- the ticket, 2 - the ticket date, and click on "Search".





The system will inform:







Thank You!