



GLOBAL SALES SUPPORT

LATAM Policy Waiver

Policy Waivers on LATAM Trade

We inform you that a new module is now available for automated exception requests related to ticket changes or refunds, specifically for situations in which the passenger is unable to travel due to:

General medical cases

Documentation issues

This new LATAM Trade feature gives you more autonomy and convenience, bringing greater efficiency to you and your customers.

Types of Exceptions

01

Medical Reasons

Requests for exceptions in health-related situations where there is no hospitalization, but the passenger is required to rest or refrain from traveling.

02

Documentation Issues

Requests for exceptions due to travel document problems, such as loss, theft, or expired documents.

Important

Requirements to submit a Policy Waiver request:

To request a Policy Waiver, it is mandatory to have an active PNR that includes all passenger information, and the transaction must be completed using a fare equal to or higher than the original ticket.

Passenger Information:

Full name

LATAM Pass number (if applicable)

Valid identification document

Once you log in to LATAM Trade, the “Policy Waivers” menu will be available on the main screen.



Important: To process Policy Waiver transactions, users need to have the following profiles:

01

Agency Admin Matrix

Has permissions to manage agency access within LATAM Trade, including waiver management.

02

Travel Agent Matrix (Total)

Profile with permission to execute LATAM waiver requests

03

Travel Agent Matrix (Waiver)

Profile with permission to execute LATAM waiver requests.


The new module will be available for automatic transactions related to:

1

Medical reasons

Documentation Issues

Waiver Request Waiver Management Manuals



Welcome to the new
request module of **Waiver Policies!**

What can you do in this new module?

In this module, you can request ticket changes or refunds when a passenger is **unable to travel due to:**

- Medical reasons
- Documentation Issues

There are two types of waiver requests:

Changes or Refunds not allowed: for tickets that, according to the fare policy, cannot be changed or refunded.

Changes or Refund flight penalty: for tickets that allow changes or refunds upon payment of a fine, but you wish to request an exemption.

Important: waiver rules for refunds and changes do not apply to Groups and Series.

To get started, click on:

1

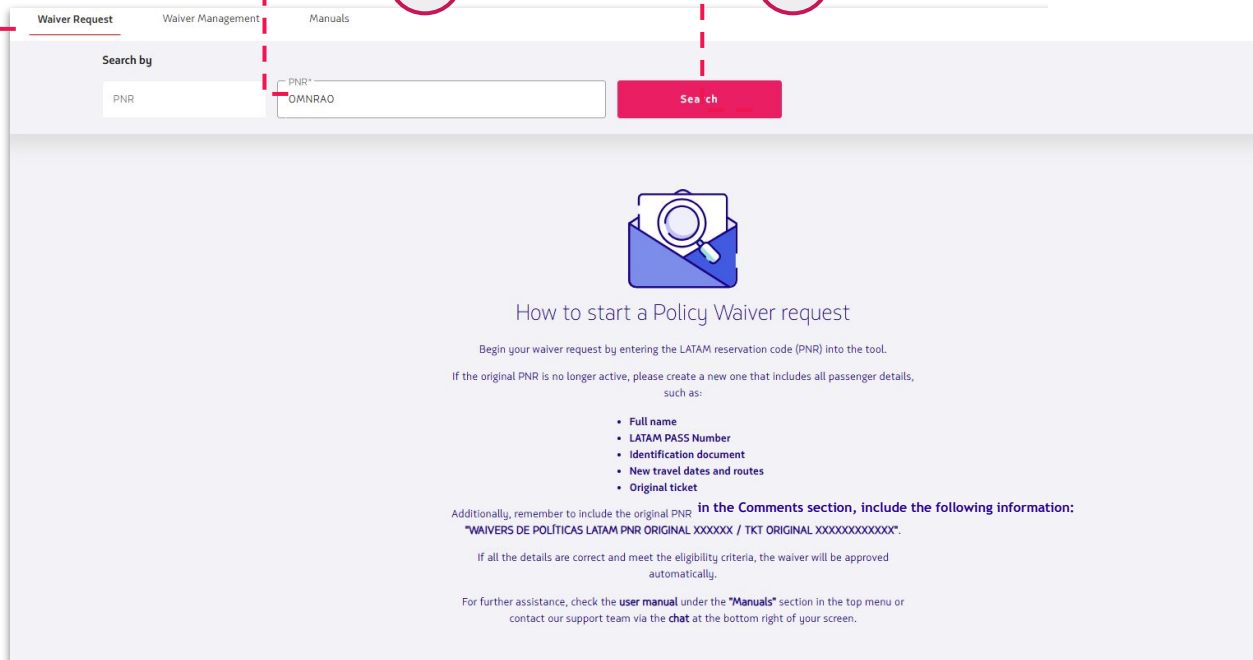
Solicitar Waivers

2

Enter the PNR

3

Click on Search



The screenshot shows the LATAM Waiver Request tool interface. At the top, there is a navigation bar with three tabs: "Waiver Request" (selected), "Waiver Management", and "Manuals". Below the navigation bar, there is a search section with the label "Search by". Under "Search by", there is a dropdown menu showing "PNR". To the right of the dropdown, there is a text input field containing "OMNRAO". To the right of the input field, there is a red button labeled "Search".

Below the search section, there is a large blue icon of a camera and a document. Below the icon, the text reads "How to start a Policy Waiver request".

Below the title, the text reads "Begin your waiver request by entering the LATAM reservation code (PNR) into the tool."

Below that, the text reads "If the original PNR is no longer active, please create a new one that includes all passenger details, such as:"

- Full name
- LATAM PASS Number
- Identification document
- New travel dates and routes
- Original ticket

Below the list, the text reads "Additionally, remember to include the original PNR. In the Comments section, include the following information: **"WAIVERS DE POLÍTICAS LATAM PNR ORIGINAL XXXXXX / TKT ORIGINAL XXXXXXXXXXXX"**."

Below that, the text reads "If all the details are correct and meet the eligibility criteria, the waiver will be approved automatically."

At the bottom, the text reads "For further assistance, check the **user manual** under the **"Manuals"** section in the top menu or contact our support team via the **chat** at the bottom right of your screen."

The system will load the PNR data. Verify that the information is correct and click Continue to proceed with the transaction.



1 Click Continue to proceed.

English

Saldo: USD 0

Dante

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Agencies Management

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Waivers

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Waivers LATAM

Waivers Policies

Wvr After Sales Request

Waiver Presale Request

Wvrs After Sale Management

Waivers Presale Dashboard

Reports

📄

Status Ticket

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Create Case

⌵

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Correct Name

⌵

📄

Fares and Regulations Details

Waiver Request

Waiver Management

Manuals

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Booking information

PNR	PNR type	Booking Creation	PAX Number	POS	IATA	PCC	Office ID
OMNRAO	INDIVIDUAL	24-JUN-25 13:49	0	SCL	—	—	—

Passenger information

Passenger Name	FOID	Passenger Type	TKT
***** C*****	—	ADLT	—

📄 Segments information

Segment Number	MKT carrier	MKT Flight Number	Class	From	To	Departure Date/Hour	Segment Status
1	LA	0500	D	SCL	MIA	04-JUL-25 23:05	HK
2	LA	0501	J	MIA	SCL	03-AUG-25 22:40	HK

Continuar

Select the Waiver Type: Change or Refund

Waiver: Changes

The selected option allows the waiver of change fees for changes that are not permitted or that involve a penalty.

Waiver: Refunds

The selected option allows the waiver of refund fees for refunds that are not permitted or that involve a penalty..

Waiver Request

Waiver Management

Manuals

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Waivers

Select waiver type

Waiver Type*

Waiver: Changes

Waiver: Refund

RICHEL GREENFELDER

Comment for Internal use

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.

Request Detail

Passengers

RICHEL GREENFELDER

Exemption Type

Accept

Under the Change Waiver Type, you can request an exception for the following reason:

General Medical Cases:

Request for exceptions in health-related situations where there is no hospitalization, but the passenger is required to rest or refrain from traveling.

1

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Waivers

Select waiver type

Waiver Type*

Waiver: Changes

Motive*

General medical cases

Passenger name

RICHIE GREENFELDER

Comment for internal use

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.

Request Detail

Passengers

RICHIE GREENFELDER

Exemption Type

Fee Only

Accept

For all Policy Waiver transactions, it is necessary to attach documentation that supports the need for the exception.

General Medical Cases: It is necessary to attach the passenger's medical certificate.

2

IMPORTANT: All documentation submitted during the transaction will be audited. If it is found to be incomplete or incorrect, the agency may receive an ADM for an invalid transaction. Therefore, it is essential to attach the correct documents when submitting the request.

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Waivers

Select waiver type

Waiver Type*

Waiver: Changes

Motive*

General medical cases

Passenger name

RICHIE GREENFELDER

Comment for internal use

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.

Under the Change Waiver Type, you can request an exception for the following reason:

Documentation Issues:

Request for exceptions due to problems with travel documents, such as loss, theft, or expired documents.

1

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Waivers

Select waiver type

Waiver Type*

Waiver: Changes

Motive*

Issues with documentation

Passenger name

RICHE GREENFELDER

Comment for internal use

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.

☐

Request Detail

Passengers

RICHE GREENFELDER

Exemption Type

Fee Only

Accept

For all Policy Waiver transactions, it is necessary to attach documentation that supports the need for the exception.

Documentation Issues:

You must attach the police report, expired passport, or another document that justifies the need for the exception.

2

IMPORTANT: All documentation submitted during the transaction will be audited. If it is found to be incomplete or incorrect, the agency may receive an ADM for an invalid transaction. Therefore, it is essential to attach the correct documents when submitting the request.

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Waivers

Selecione tipo de waiver

Tipo de Waiver*

Waiver: Câmbios

Motivo*

Casos médicos em geral

Nome do Passageiro

RICHE GREENFELDER

Comentário para seu uso interno

Anexar Arquivo

Nenhum arquivo foi selecionado

(Máximo 2 MB)

Entendo que este pedido será aprovado automaticamente e o custo total será imediatamente deduzido do saldo do orçamento da agência, sem possibilidade de reembolso. Além disso, para a reemissão do bilhete, os valores da transação precisam ser gerenciados corretamente, de maneira imediata (em 1 dia útil), caso contrário, a agência poderá receber um ADM. Estou ciente de que o número de Waiver gerado na transação precisa ser inserido no campo de endosso durante o processo de reemissão para a proteção dos bilhetes.

☐ Li e aceito os [Termos e Condições](#) e entendo que é minha responsabilidade garantir que todas as informações inseridas coincidam com a reserva, caso contrário a agência poderá receber um ADM.

When the original PNR is no longer active, you'll need to include it in the Comments field with the following information:

“LATAM POLICY WAIVERS ORIGINAL PNR XXXXXX
/ ORIGINAL TKT XXXXXXXXXXXX”

1

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Waivers

Select waiver type

Waiver Type*

Waiver: Refund

Motive*

General medical cases

Passenger name

RICHIE GREENFELDER

Comment for internal use

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.

Request Detail

Passengers

RICHIE GREENFELDER

Exemption Type

Full Refunds

Accept




1


2

Click Accept to complete the transaction.


Once the transaction is accepted, the waiver is generated automatically.



Seu pedido de waiver foi aprovado

 Detalhe de waiver

ID Solicitação	PO	po	PNR/TKT	Data/Hora Aprovação	Data/Hora de Saída
394458	DE	Cambras ção Não stida	JOYLRH	17-JUN-25	20-JUL-25



Waiver Approved

Waiver (folio) 1180035

OK

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.

```
IG«
IGD
*IDGEO«
IDGEO
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 QUOTE 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 IDGEO H
```

IMPORTANT:

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

```
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 QUOTE RECORD EXISTS - *PQS
LA FACTS
2.SSR BRND LA 3906N25DEC/SL
3.SSR WVER LA 3906N25DEC/REFUND ALLOWED WITHOUT PENALTY 81335
7 LATAMTRADE NN1
RECEIVED FROM - DAVI
OAC - LA MIA 54 1099793
MIA-MIA-54.MIA5DAL 1025/27AUG24 HAGWCP H
```

Refunds:

When entering the ticket in BSP, it is necessary to include the waiver number in the endorsement box so that the transaction is properly recorded and the refund team can process the full refund of the ticket value. For agencies using ARC, it is necessary to contact the Global Sales Support team to proceed with the transaction.



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.

Thank you!

