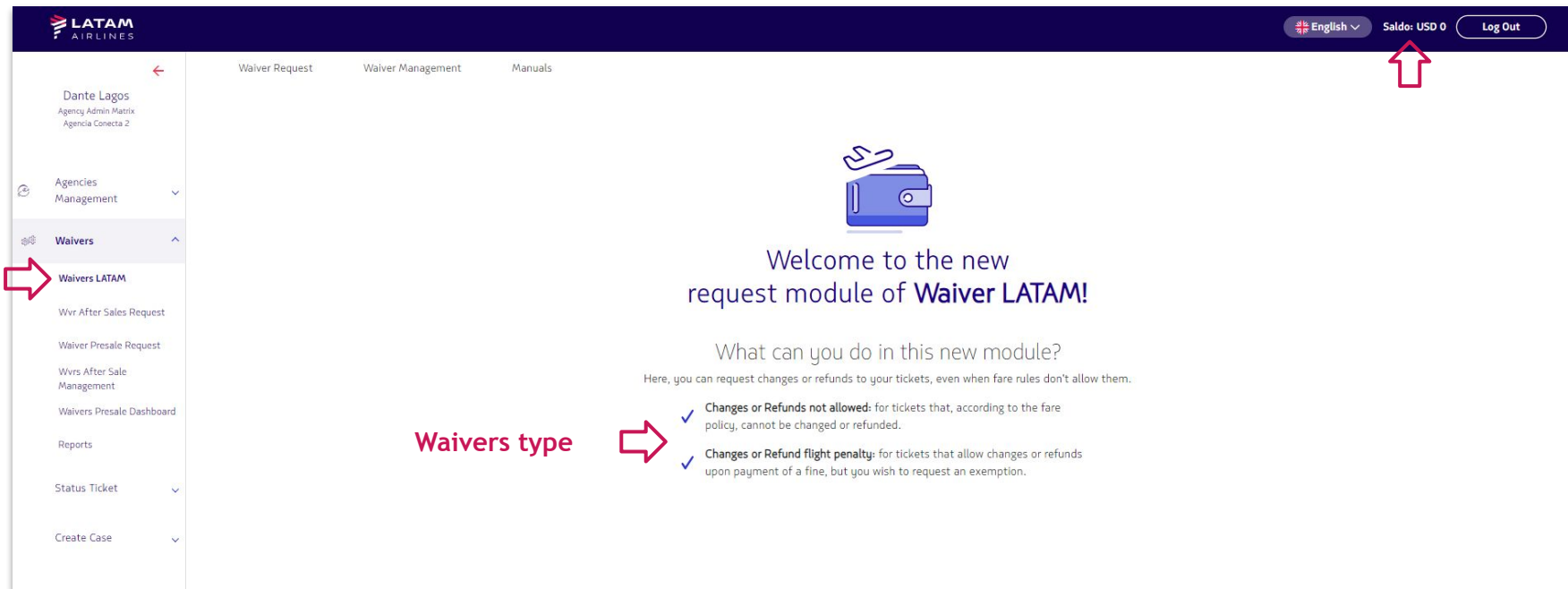




GLOBAL SALES SUPPORT

New LATAM Waiver Module

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



The screenshot displays the LATAM Waivers module interface. The top navigation bar includes the LATAM logo, a language dropdown set to 'English', a balance indicator 'Saldo: USD 0', and a 'Log Out' button. The left sidebar menu lists various options, with 'Waivers' highlighted and a red arrow pointing to it. The main content area features a blue wallet icon, a welcome message, and a list of actions under the heading 'What can you do in this new module?'. A red arrow points to the 'Waivers type' text, which is positioned next to the list of actions.

Waivers type

- ✓ **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.

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



Dante Lagos

Agency Admin Matrix

Agencia Conecta 2

Agencies Management

Waivers

Waivers LATAM

Wvr After Sales Request

Waiver Presale Request

Wvrs After Sale Management

Waivers Presale Dashboard

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Search by

PNR

PNR*

PORWXXN

Search

How to request a waiver

Enter the LATAM reservation code (PNR) or the ticket number (TKT) and then complete the form with the requested information. If the information is correct and it is eligible for a waiver, the approval will be automatic.

For change waivers, we recommend using the original PNR if it is still active. If not, enter the ticket number to proceed.

For refund waivers, it is preferable to use the ticket number. This will allow the system to automatically load the details of the issued and unused segments, making your request easier.

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 right corner of this screen.



LATAM
AIRLINES

EnglishSaldo: USD 0Log Out

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Booking information

PNR	PNR type	Booking Creation	PAX Number	POS	IATA	PCC	Office ID
PORWXN	INDIVIDUAL	09-SEP-24 05:53	1	LIM	—	—	—

Passenger information

Passenger Name	FOID	Passenger Type	TKT	
***** L****	*****G4	ADLT	5442170211675	<input checked="" type="checkbox"/>
				<input checked="" type="checkbox"/>

Segments information

Segment Number	MKT carrier	MKT Flight Number	Class	From	To	Departure Date/Hour	Segment Status	
1	LA	8097	G	SCL	GRU	10-OCT-24 22:55	HK	<input checked="" type="checkbox"/>
2	LA	0633	A	GRU	SCL	17-OCT-24 06:40	HK	<input checked="" type="checkbox"/>

Continuar

Chat with us

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

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Waivers

Select waiver type

Tipo de waiver*

1

Waiver: Changes

Waiver: Refund

2

DANTE LAGOS

Cost per passenger*

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.

For Change Waivers, the following options are available:

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Waivers

Select waiver type

Tipo de waiver*

Waiver: Changes



CHG NOT ALLOWED



CHG FLT PNLT

Coin*

USD

Passenger name

DANTE LAGOS

Cost per passenger*

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.

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.

Details regarding fees can be found on the next slide.

To streamline the change waiver process, fixed values have been established for each market and waiver category:

1) CHANGE NOT ALLOWED:

ANY TIME							
BRAND	DOM CL	DOM PE	DOM CO	DOM EC	DOM BR	REG	INTER
It applies to all brands	49.000 CLP	35 USD	165.00 COP	42 USD	450 USD	225 USD	450 USD

BEFORE FLIGHT

BRAND	DOM CL	DOM PE	DOM CO	DOM EC	DOM BR	REG	INTER
Light Basic Standard Plus	34.000 CLP	16 USD	120 COP	31 USD	400 USD	170 USD	300 USD
	+ FARE DIFFERENCE (the fare difference must be calculated in its entirety, no exemptions apply)						
Full Premium Economy Premium Business	ONLY THE FARE DIFFERENCE IS CONSIDERED (the fare difference must be calculated in its entirety, no exemptions apply)						

AFTER FLIGHT							
BRAND	DOM CL	DOM PE	DOM CO	DOM EC	DOM BR	REG	INTER
Light Basic Standard Plus Full	49.000 CLP	35 USD	165.00 COP	42 USD	450 USD	225 USD	450 USD
	+ FARE DIFFERENCE (the fare difference must be calculated in its entirety, no exemptions apply)						
Premium Economy Premium Business	ONLY THE FARE DIFFERENCE IS CONSIDERED (the fare difference must be calculated in its entirety, no exemptions apply)						

For Change Waivers, the system automatically loads these pre-established amounts.

For Refund Waivers, the following options are available:

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Waivers

Select waiver type

Tipo de waiver*
Waiver: Refund

☐ RFND NOT ALLOWED
☐ RFND ALLOWED WITHOUT PNLT

Coin*
USD

Passenger name
DANTE LAGOS

Cost per passenger*

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.

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.

Details regarding fees can be found on the next slide.

BEFORE FLIGHT			
BRAND	INTER FLIGHTS (ROUND TRIP)	INTER FLIGHTS (ONE WAY)	DOM FLIGHTS (RT o OW)
Light Basic Standard Plus	100% of the ticket fare		
Full	Check the fare rule. If the rule allows a full refund, there is no need to request a waiver before submitting the refund request.		
Premium Economy Premium Business			

AFTER FLIGHT			
BRAND	INTER FLIGHTS (ROUND TRIP)	INTER FLIGHTS (ONE WAY)	DOM FLIGHTS (RT o OW)
Light Basic Standard Plus	Fare value corresponding to unused segments	100% of the ticket fare	Fare value corresponding to unused segments
Full			70% of the fare for unused segments
Premium Economy Premium Business		Check the fare rule. If the rule allows a full refund, there is no need to request a waiver before submitting the refund request.	

For Refund Waivers, these pre-established amounts must be manually entered by the agency.

Continúe con los siguientes pasos de análisis:

Waivers

Select waiver type

Tipo de waiver*
Waiver: Changes

☐ CHG NOT ALLOWED ☒ CHG FLT PNLT

Coin*
USD

Passenger name:
DANTE LAGOS

Cost per passenger*
170,0

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

DANTE LAGOS

USD 170,0

Total cost

USD 170(USD 170)

Accept


1 - Select the currency in which the ticket was issued.


2 - Simulate the fare difference in your system (in the local negotiation currency) and enter the cost per passenger.

3 - Accept the terms and conditions related to the transaction to generate the Waiver.

4 - Click "Accept."

The system will notify you of the status: Waiver Pending Approval






Waiver Pending


OK

Your Waiver could not be approved due to insufficient budget balance. Your request will be sent to your manager for review, with a response within 24 hours.

 Waiver Detail

ID Request	PO	Type	PNR/TKT	Approval Date/Hour	Departure Date/Hour
52649	CL	Agencia Conecta 2	Dante Lagos	Waiver: Changes - Change Flight Penalty	PORWXX 03-OCT-24 10-OCT-24

The system will provide a summary of the pending request.



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English

Saldo: USD 0


Log Out

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Your Waiver could not be automatically approved due to insufficient budget balance. Your request will be forwarded to your LATAM account manager for review, with a response time of up to 24 business hours.

Waiver Detail

ID Request	POS	Agency	IATA	Executive Sale	Type	PNR/TKT	Approval Date/Hour	Departure Date/Hour
52649	CL	Agencia Conecta 2		Dante Lagos	Waiver: Changes - Change Flight Penalty	PORWXX	03-OCT-24	10-OCT-24

Requests that are Pending, Approved, or Rejected by the executive can be viewed in the “Waiver Management” menu.

 **LATAM**
AIRLINES

←

Dante Lagos
Agency Admin Matrix
Agencia Conecta 2

Gestión de Agencias

Waivers

Waivers LATAM

Solicitud Wvr Post Venta

Solicitud Waiver Preventa

Gestión Wvrs Post Venta

Gestión Waivers Preventa

Reportes

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Crear Caso

Solicitud de Waiver

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Pendientes Agencia

ID Solicitud

Tipo

PNR

Ejecutivo Venta

Solicitante

Limpiar

Filtrar

ID Solicitud	Tipo	Motivo	PNR/TKT	Solicitante	Fecha/Hora Solicitud	Fecha Vuelo	Acciones
52650	Waiver Cambios - Cambio No Permitido	—	PORWXN	Dante Lagos	03-OCT-24 18:33	10-OCT-24	Ver
52649	Waiver Cambios - Cambio Sin Multa	—	PORWXN	Dante Lagos	03-OCT-24 18:33	10-OCT-24	Ver

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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
*IDGBO<<
IDGBO
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 IDGBO 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**

```
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 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.

A scenic photograph of a tropical beach at sunset. The sky is a mix of orange, yellow, and blue with scattered clouds. The sun is low on the horizon, creating a bright glow and lens flare. In the foreground, two wooden lounge chairs with light-colored cushions are positioned on the white sand. To the right, the fronds of a palm tree and a beach umbrella are visible. The ocean stretches to the horizon.

THANK YOU

