



GLOBAL SALES SUPPORT MANUALS

New **waivers module**
available on LATAM Trade

Welcome to the new LATAM Waiver Requests module! We are thrilled to introduce this new functionality that allows you to make changes refunds to your tickets, even when fare rules do not permit it.

With the new functionality in LATAM Trade, we now offer agencies the ability to manage their budget and control change exceptions alongside LATAM Airlines. Through our private portal, LATAM Trade, you can efficiently manage your transactions and balances.

What can you do in this new module?



CHANGE OR REFUND NOT ALLOWED


for tickets that, according to the fare policy, do not allow changes or refunds

CHANGE OR REFUND WITH PENALTY

for tickets that allow changes or refunds with a penalty fee, but you wish to request a waiver

We have prepared a step-by-step guide to assist you during this process, which can be found in the following pages. Feel free to contact us if you have any questions.

When you access LATAM Trade, navigate to the menu on the left corner and click on "Waivers", then select "Waives LATAM"



English

Saldo: USD 20734,63

Log Out

←

Waiver Request

Waiver Management

Manuals

David Pires

Agency Admin Profile

AIR PROJECTS INC

Agencies Management

⌵

1

2

Waivers

Waivers LATAM

Wtr After Sales Request

Waiver Presale Request

Wtr After Sale Management

Waivers Presale Dashboard


Reports

Status Ticket

⌵

Create Case

⌵



Welcome to the new request module of Waiver LATAM!

What can you do in this new module?

Here, you can request changes or refunds to your tickets, even when fare rules don't allow them.

✓

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.


Chat with us



On this page, you can also view the available balance for your agency.

By selecting the "Waiver Request" button, you can initiate the analysis using either the PNR or the ticket number. After entering the required information, click on "Search".

For change waivers, use the original PNR if it is still active; otherwise, enter the ticket number. For refunds, it's best to use the ticket number so the system can automatically load the data and streamline your request.



English

Saldo: USD 20734,63

Log Out

←

1

Waiver Request

Waiver Management

Manuals

David Pires

Agency Admin Profile

AIR PROJECTS INC

Agencies Management

⌵

2

3

4

Waivers

Waivers LATAM

Wtr After sales Request

Waiver Presale Request

Wtr After Sale Management

Waivers Presale Dashboard

Reports

Status Ticket

⌵

Create Case

⌵

Search by


PNR

2

3

4

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.

Chat with us



Select the passenger and flight segments that you wish to change, and click on "Continue".

[Waiver Request](#) [Waiver Management](#) [Manuals](#)

[< Back](#)

Booking information

PNR	PNR type	Booking Creation	PAX Number	POS	IATA	PCC	Office ID
ATBMP	INDIVIDUAL	18-APR-24 05:46	1	null	null	null	—

Passenger information

Passenger Name	FOID	Passenger type	TKT
XXXXXXXXXXXXXXXXXXXX	—	ADLT	<input checked="" type="checkbox"/>
XXXXXXXXXXXXXXXXXXXX	—	ADLT	<input checked="" type="checkbox"/>

Segments information

Segment Number	MKT carrier	MKT Flight Number	Class	From	To	Departure Date/Hour	Segment Status
1	LX	3350	V	GRJ	SSA	20-AUG-24 08:05	HK <input checked="" type="checkbox"/>

Budget information

Agency	Total Budget	Current Budget	Used Budget
ATLAS TRAVEL	10467.00	10424.92	42.08

[Continuar](#)

CHANGES

Select the type of Waiver:

Waiver Request
Waiver Management
Manuals

Back
Waivers

Select waiver type

Tipo de waiver*

Waiver: Changes

☐ CHG NOT ALLOWED
☐ CHG FLT PNLT

Coin*

USD

Passenger name

RENATO VIEIRA DE MORAIS

Cost per passenger*

100

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

RENATO VIEIRA DE MORAIS

USD 100

Total cost

USD 100(USD 100)

Accept

1) CHANGE NOT ALLOWED:

for tickets that, according to the fare policy, do not permit changes. Valuation should be done based on the fixed values in table 1 on the following page.

2) CHANGE FLIGHT PENALTY:

for tickets that allow changes upon payment of a penalty, but you wish to request an exemption. Valuation should be done based on the fixed values in tables 2 or 3 on the following page.

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

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	165.000 COP	42 USD	450 BRL	225 USD	450 USD

Value to be entered in the "cost per passenger" field.

CHANGE FLIGHT PENALTY:

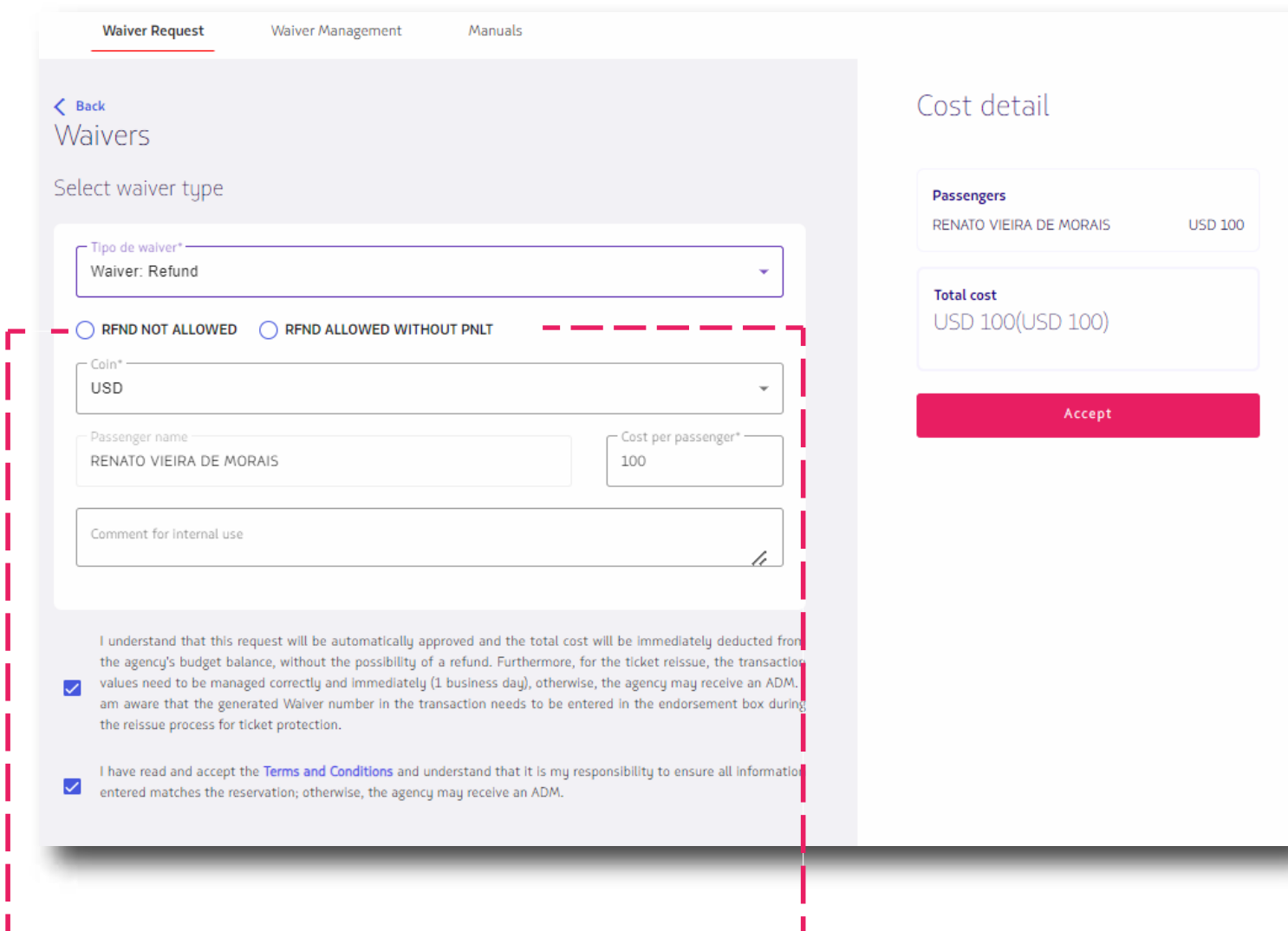
BEFORE FLIGHT							
BRAND	DOM CL	DOM PE	DOM CO	DOM EC	DOM BR	REG	INTER
Light Basic Standard Plus	34.000 CLP	16 USD	120.000 COP	31 USD	400 BRL	170 USD	300 USD
	FARE DIFFERENCE (when reissuing, the fare difference must be calculated in its entirety, no exemptions apply)						
Full Premium Economy Premium Business	ONLY THE FARE DIFFERENCE IS CONSIDERED (when reissuing, 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	165.000 COP	42 USD	450 BRL	225 USD	450 USD
	FARE DIFFERENCE (when reissuing, the fare difference must be calculated in its entirety, no exemptions apply)						
Premium Economy Premium Business	ONLY THE FARE DIFFERENCE IS CONSIDERED (when reissuing, the fare difference must be calculated in its entirety, no exemptions apply)						

If you want to modify a round trip (RT) itinerary with different brands, the policy of the most restrictive brand will be applied.

REFUNDS

Select the type of Waiver:



Waiver Request | Waiver Management | Manuals

[Back](#)

Waivers

Select waiver type

Tipo de waiver*
Waiver: Refund

☒ RFND NOT ALLOWED ☐ RFND ALLOWED WITHOUT PNLT

Coin*
USD

Passenger name
RENATO VIEIRA DE MORAIS

Cost per passenger*
100

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
RENATO VIEIRA DE MORAIS USD 100

Total cost
USD 100(USD 100)

Accept

1) REFUND NOT ALLOWED:

for tickets that, according to the fare policy, do not permit refunds. Valuation should be done based on the values in table 1 on the following page.

2) REFUND ALLOWED WITHOUT PENALTY:

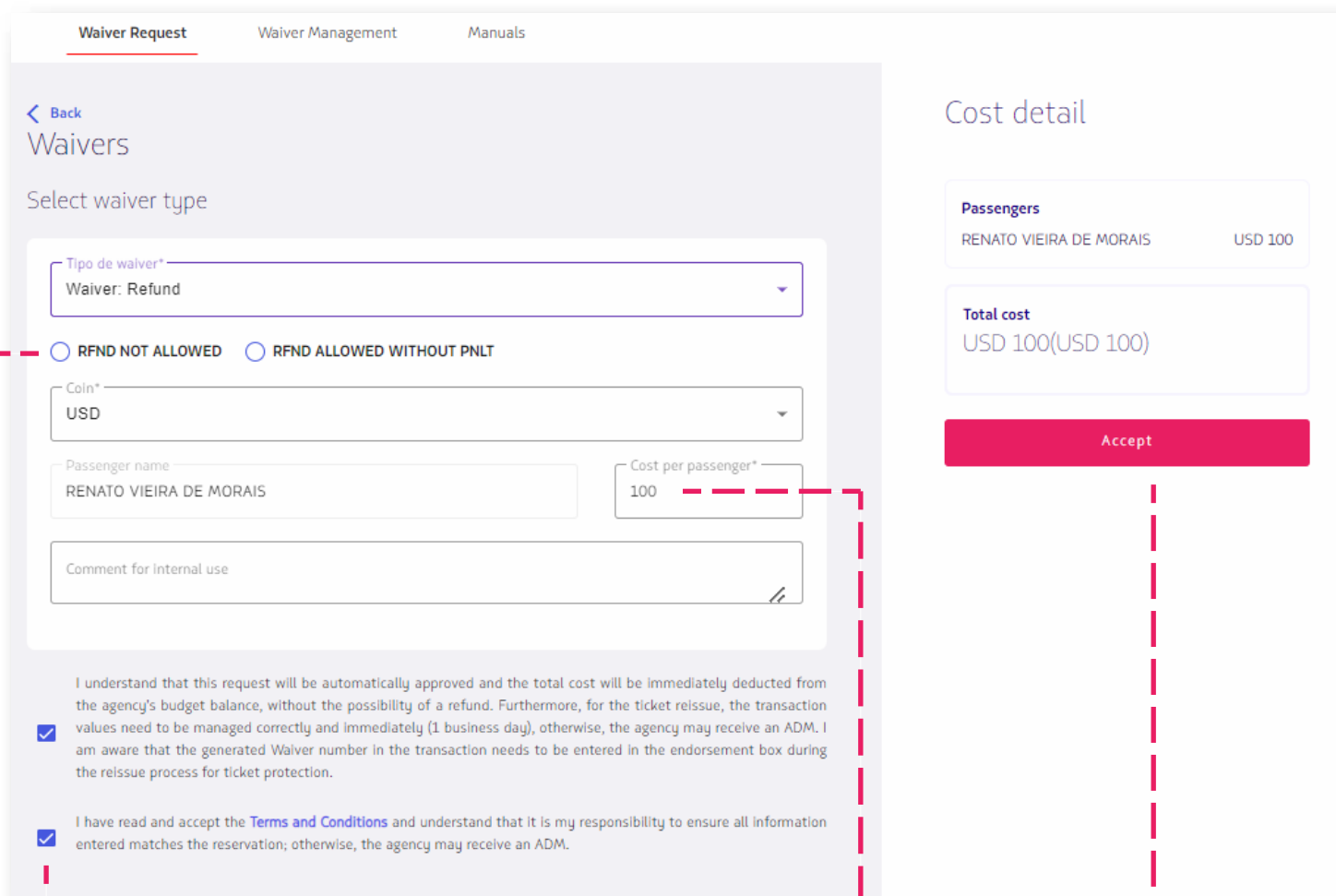
for tickets that allow refunds upon payment of a penalty, but you wish to request an exemption. Valuation should be done based on the values in table 2 on the following page.

The valuation process must be conducted according to the brand, route type, and timing of the request (before or after the flight). See below:

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.	

Proceed with the following steps for the analysis:



The screenshot shows the 'Waiver Request' form in the LATAM Trade Partner system. The form is divided into two main sections: 'Waivers' on the left and 'Cost detail' on the right. The 'Waivers' section includes a 'Select waiver type' dropdown menu, radio buttons for 'RFND NOT ALLOWED' and 'RFND ALLOWED WITHOUT PNLT', a 'Coin*' dropdown menu, a 'Passenger name' text field, a 'Cost per passenger*' text field, and a 'Comment for internal use' text area. The 'Cost detail' section shows a table with 'Passengers' and 'Total cost'. The 'Accept' button is located at the bottom right of the form.

Annotations:

- 3)** Select the **CURRENCY** in which the ticket was issued. (Points to the 'Coin*' dropdown menu showing 'USD')
- 4)** Insert the **COST PER PASSENGER**. (Points to the 'Cost per passenger*' text field showing '100')
- 5)** Accept the **TERMS AND CONDITIONS** related to the transaction to generate the Waiver. (Points to the 'I have read and accept the Terms and Conditions' checkbox)

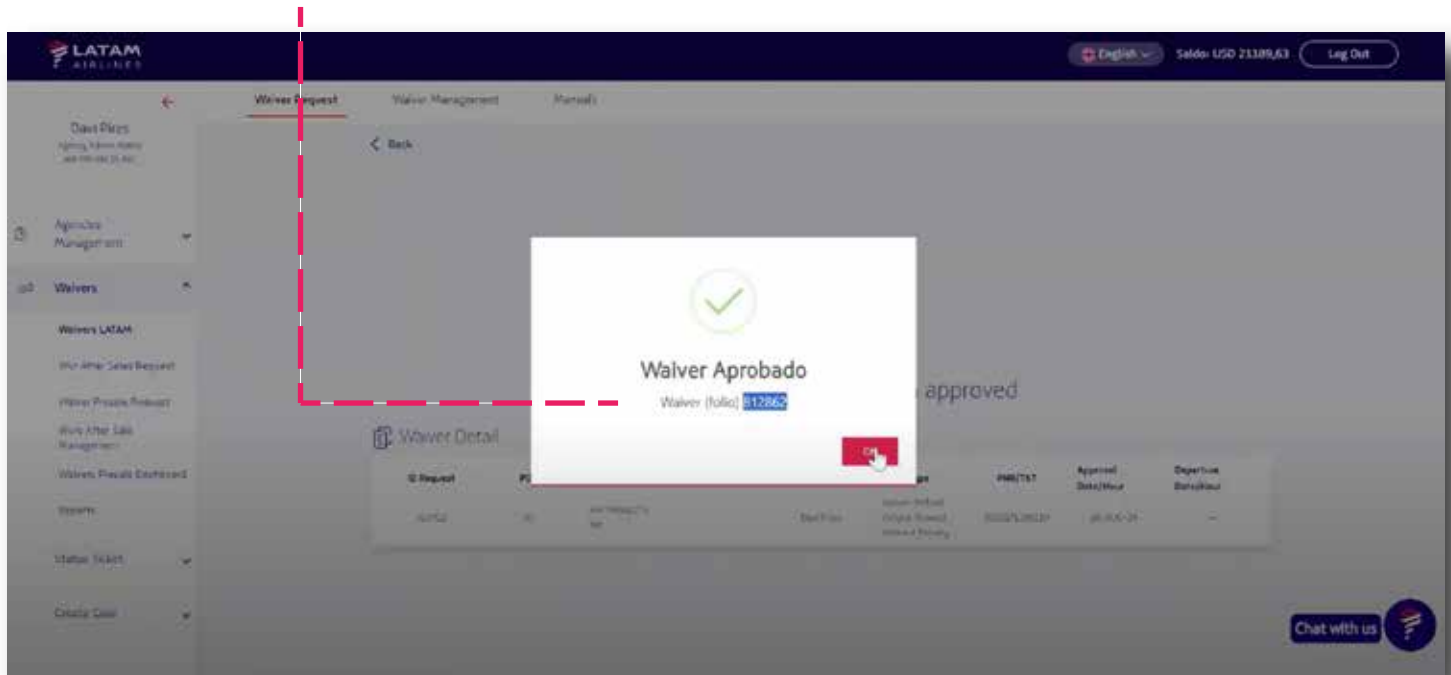
3) Select the **CURRENCY** in which the ticket was issued.

4) Insert the **COST PER PASSENGER**

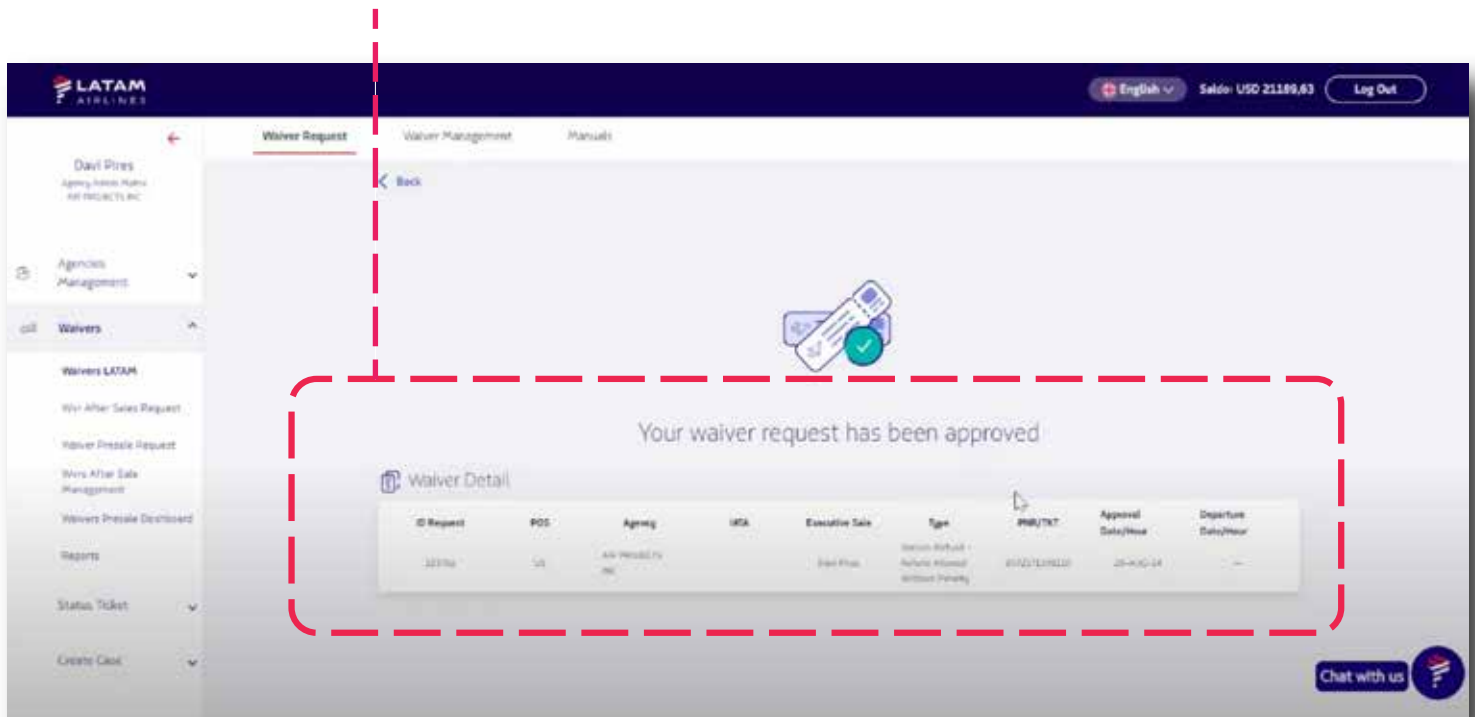
5) Accept the **TERMS AND CONDITIONS** related to the transaction to generate the Waiver.

6) Click on "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 entered in the PNR.

EXEMPLE OF PNR - CHANGE - GDS SABRE

```
IG<<
IGD
*IDGBVO<<
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 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 IDGBVO H
```

EXEMPLE OF PNR - REFUND - GDS SABRE

```
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
```



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.

IMPORTANT:

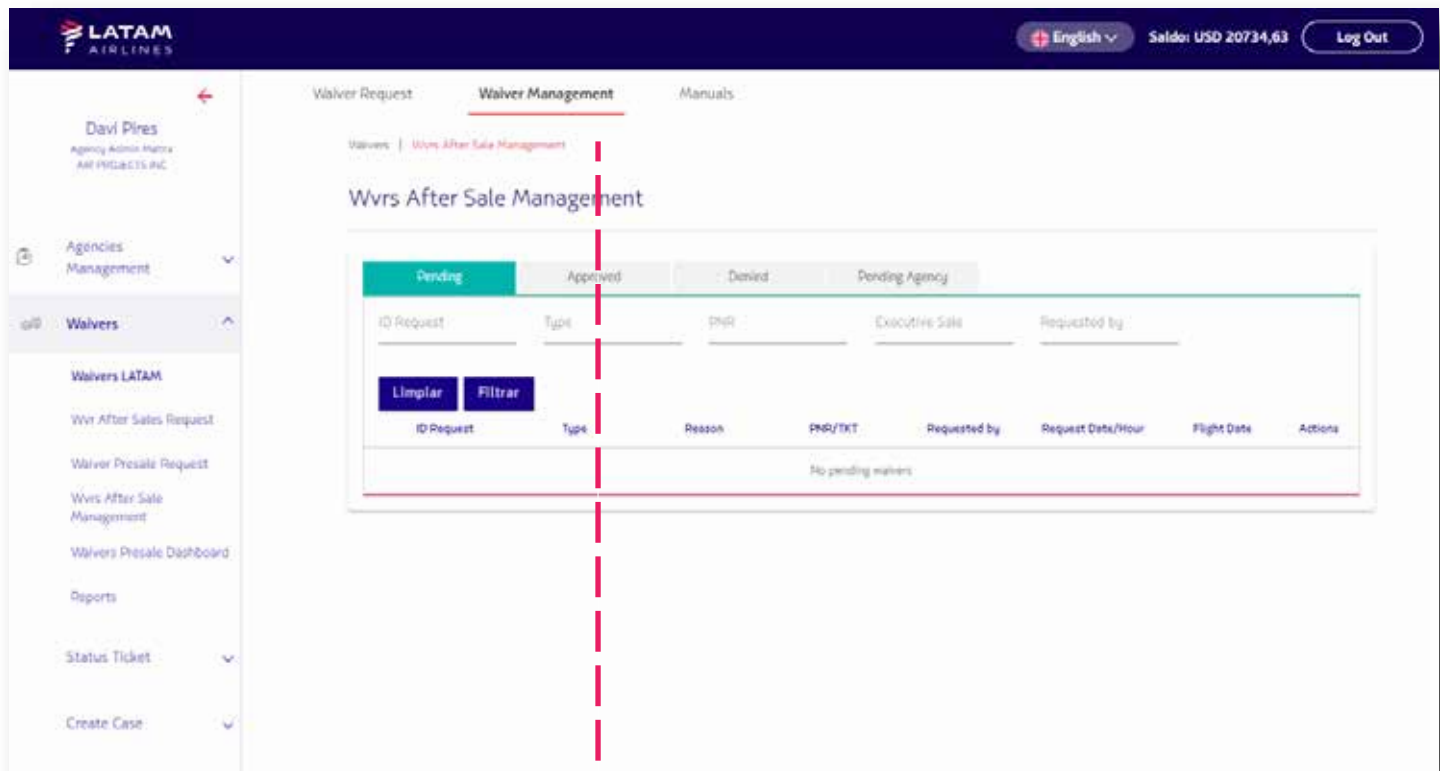
To reissue the ticket, it is essential to enter the waiver code in the endorsement field.

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**

Additionally, to request a refund through ARC or BSP systems, the agency must also enter the waiver number in the endorsement field. This ensures that the transaction is recorded correctly.

Exception for Brazil: Refund requests will be processed automatically, and there will be no need to contact the refund or support areas. The ticket refund will be completed within up to 30 days after the waiver request is finalized on LATAM Trade.



WAIVER MANAGEMENT:

In the "Waiver Management" section, you can review all transactions made on the LATAM Trade Platform.

We hope that this material proves useful to you and that your agencies take full advantage of this new functionality on our LATAM Trade portal. If you have any questions, the Global Sales Support team is available to assist you.

Global Sales Support Team
LATAM Airlines

