



IRREGULARITIES IN RESERVATIONS WITH UNCANCELLED SEGMENTS

FREQUENTLY ASKED QUESTIONS

FAQ: Irregularity fee for uncanceled reservation segments

This irregularity refers to the non-cancellation of unproductive or inefficient reserved segments, which results in an unrecoverable cost for LATAM in the GDS reservation systems.

To avoid charges for this irregularity, agencies must ensure that all reserved segments not resulting in a flown segment* are canceled in their preferred GDS system within 24 hours prior to the original flight departure time.

* Except for those segments not flown due to flight cancellations or itinerary changes made by LATAM within 24 hours of the flight departure) as well as segments associated with tickets that have been reissued or modified through any of LATAM's direct channels.

1). What are some examples of reserved segments subject to irregularity charges?

Below is a summary of some cases of uncanceled reserved segment irregularities and their respective descriptions:

Unproductive Segments	All those non-cancelled segments that did not end up on a issuance
Refunded Segments without Associated Cancellation	Reserved segments that were issued (thus having HK status), but were later refunded and not canceled in the GDS system.
Changes in a Booking Without Canceling the Original Reserved Segments	Reserved segments that were issued (thus having HK status), and later the associated ticket was reissued (involving the creation of a new PNR) without canceling the original reserved segments.
Reserved Segments with Subsequent VOID	Reserved segments associated with a ticket that was VOIDed, without the subsequent cancellation of those reserved segments in the GDS system.

2). What is the trial period?

The transition period has been extended to four months (June, July, August, and September). Therefore, in September, we will report irregularities with flight dates in August. Billing will begin in October for irregularities with flight dates in September.

3). When does the irregularity charge start?

Charges will begin in September and will apply to all irregularities with flight dates in August.

4). What is the deadline for clearing reserved segments from the GDS system?

Agencies have up to 24 hours prior to departure time to clear reserved segments.

5). Where can I find the reservation policy?

The reservation policies can be found on the LATAM Trade website for your point of sale.

6). What is the contact for inquiries about this and other irregularities?


The contact channel is the same as for all reservation irregularities, through the email: RI@RPROTECTIONLATAM.ZENDESK.COM

7). What is the meaning of each of the states?

Status	Meanings
HX	Canceled (by the airline)
UN	Unable to confirm, flight not operational
UC	Unable to confirm
US	Unable to accept sale, waitlisted
UU	Unable to confirm, waitlisted
HN	Temporarily on hold, not confirmed
NO	No action taken

Agencies should review their queues daily and ensure they properly cancel unproductive segments (HX, UN, UC, US, UU, HN, NO - among others that may not result in a ticket issuance) at least 24 hours before the flight departure.

To help us jointly manage the airline's inventory and promote good practices in system usage, we have created this quick guide to assist you in handling your reservations in these situations:

	Sabre	amADEUS	Travelport 
Queue	Consult GDS	Q1 CONFO Q7 SKEDCHG	Consult GDS
Cancellation of flight segments:			
Cancel segment 1	X1	XE1	X1
Cancel segments 2 through 4	X2-4	XE2-4	X2-4
Cancel only segments 2 and 4	X2/4	XE2,4	X2/4
Full itinerary cancellation	XI	XI	XI
Signature / Received by	6AGENTE	RFAGENTE	R.AGENTE
Close transaction	ER	ET	ER

