

NDC *by* LATAM

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What is NDC by LATAM?

NDC by LATAM is our new distribution tool which uses NDC technology. It's built under the same architecture as our LATAM.com channel, giving you access to LATAM's content, to offer your customers a better service.

What are the benefits of NDC by LATAM?

They will be short and long term since our goal is to give you access to LATAM's content and benefits which, among others, are:

- **Access to LATAM's content.**
- **Access to richer content efficiently.**
- **Access to products and fare information in real time.**
- **Customize and adapt your offer.**
- **Connect to continuous price.**
- **Reduce your ADMs.**
- **Access to a broader catalog of ancillary products.**
- **Smoother post-sales processes.**

We will continue to develop and improve NDC by LATAM with a prompt speed to market for the delivery of every new feature of this tool, so that you can have the best experience.

Who is eligible to enroll in NDC by LATAM?

NDC by LATAM has been created so that every travel agency or travel company is eligible to participate/enroll in it. That's why we've been developing different channels to suit the needs of every type of agency, available in many countries with multiple languages. Agents who want to access NDC by LATAM, either for booking or servicing, will need to be accredited by LATAM.

In which languages is NDC by LATAM available?

NDC by LATAM is available in English, Spanish and Portuguese on the API channels and the NDC by LATAM Portal to make the transition as simple as possible in every country.

When is the launch of NDC by LATAM expected?

NDC by LATAM has been in production since January 2021. Since then, we've been working hard to develop our tool and implement new functions to ensure the delivery of a robust and high-standard product. As part of the new distribution model, there will be a Distribution Cost Recovery Fee for GDS bookings starting on May 1st, 2023.

After that, we will keep working on our tool to add more features and improve it.



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What is the Distribution Cost Recovery Fee?

Unlike any of our other distribution systems, with the GDS system LATAM has to pay a fee. The Distribution Cost Recovery Fee is designed to cover this fee. It is important to note that LATAM is not generating any extra revenue with this charge

In what channels will the Distribution Cost Recovery Fee apply?

It will apply only in the GDS channel for EDIFACT technology.

What is the value of this fee?

12.00 USD per segment.

How is the Distribution Cost Recovery Fee applied to the ticket?

It will be applied by segment, meaning that it will apply for every segment on the ticket. Check out the following examples:

• Ticket 1:

Santiago to Antofagasta,
one-way direct
SCL-ANF = 1 segment = 12.00 USD
fee

• Ticket 2:

Santiago to Miami,
round-trip direct
SCL-MIA; MIA-SCL = 2 segments =
12.00 USD x 2 = 24.00 USD fee

• Ticket 3:

Santiago to London,
round trip via GRU
SCL-GRU; GRU-LHR; LHR-GRU; GRU-SCL = 4
segments = 12.00 USD x 4 = 48.00 USD fee

In what markets is it applied?

The Distribution Cost Recovery Fee is applied to every segment of every ticket bought with LATAM with exception of those sold in the following points of sale:

- China
- Yemen
- Hong Kong
- Sudan
- Iran

Are there any exceptions to this fee?

The only exceptions for the payment of the Distribution Cost Recovery Fee are infants, group bookings and the tickets bought in the points of sale mentioned in the previous question. Every other type of ticket, market and point of sale are subject to the Distribution Cost Recovery Fee when issuing via the GDS channel in its EDIFACT technology.

Is it possible to see it in the breakdown of the fare?

Yes! This is possible, as the type of fee in which the Distribution Cost Recovery Fee is charged is YR. The only exception is the point of sale of Brazil, where the distribution cost recovery fee is charged inside the fare, in the Q fee type.

How can the agency avoid the fee?

The Distribution Cost Recovery Fee does not apply when issuing tickets via our NDC by LATAM channels





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Is it refundable?

The Distribution Cost Recovery Fee is only refundable in the following cases:

- Involuntary refunds: in the event of an involuntary schedule change or cancellation of the passenger's original flight in which the passenger selects the option of the ticket refund, the Distribution Cost Recovery Fee paid will be fully refundable.
- Revocation/Redemption/Ret action rights (in the countries in which applies).

In every other case, LATAM will not refund the Distribution Cost Recovery Fee.

Is the amount revised periodically?

The amount of the Distribution Cost Recovery Fee will be revised periodically depending on any changes to the GDS fees. Any change to the Distribution Cost Recovery Fee will be communicated prior to its effective date.





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Which ancillaries and products will be available on NDC by LATAM?

The available ancillaries at the moment are:

- a) Baggage:
- Carry on
 - 15 kg (only available on NDC and DCP)
 - 23 kg
 - Special baggage up to 8 pieces

b) Seats

c) Priority boarding (only available on NDC Portal and DCP)

We'll continue working on adding more innovative ancillary services.

Will private fares be available on NDC by LATAM?

Yes! NDC by LATAM supports private fares.

Will there be any additional restrictions in the GDS channels' content?

No content restrictions will be applied on May 1st, 2023.

However, soon after May 1st, LATAM will implement additional content differentiation in the GDS channel compared to NDC by LATAM channels.

Is the NDC technology available via the GDS channel?

LATAM currently only has agreements with GDS to distribute via EDIFACT technology.

Is it possible to book groups in NDC by LATAM?

Currently, NDC technology does not have a solution for Groups. That's why we're constantly looking for IATA updates and industry benchmarks to make our NDC by LATAM tool as complete as possible.



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What are the conditions to apply to the NDC by LATAM connecting Financial Aid?

The transition to NDC by LATAM can result in extra costs for you and LATAM is willing to provide financial aid with a technological fund to cover the development costs of being able to connect to NDC by LATAM through our API or through NDC participating aggregators, in some determined cases and subject to following conditions:

- a. Agency must sign the NDC by LATAM agency connection contract, in which the agency commits to develop the NDC by LATAM solution depending on the chosen connection type.
- b. Agency must satisfy a minimum of annual passengers sold with LATAM. The amount of the financial aid granted will be determined depending on the type of connection chosen by the agency and the volume of passengers sold with LATAM, according to the following table:

Annual Volume 2022 (pax)	Type of Connection	
	API	Aggregator
Less than 20.000	Does not apply	Does not apply
Between 20.000 & 80.000	USD 20.000	USD 5.000
Between 80.000 & 200.000	USD 50.000	USD 5.000
More than 200.000	USD 150.000	USD 5.000

*Agency passenger volume will be calculated using LATAM's 2022 selling data.

- c. For qualified agencies, 40% of the Financial Aid will be paid when the agency signs the development contract and the remaining 60% will be paid after the agency first 100 (one-hundred) tickets are issued in NDC by LATAM.
- d. LATAM has a limited budget for payment of the Financial Aid. Thus, Financial Aid is subject to availability on a first come, first served basis. Once the budget is extinguished, no more applications will be accepted.
- e. In the case of agencies connecting through participating aggregators, the Financial Aid will be paid only for new connections to participating aggregators. For example: if the agency already has a connection with a participating aggregator (connected to eLATAM/DCP), it will not receive Financial Aid.



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How do I connect to NDC by LATAM?

Since every agency has different needs, we have worked to provide various types of connections so that you can choose the best option for you.

To connect, please get in touch with us and we'll discuss which of the following options is the best for you to access NDC by LATAM:

- **Via NDC Portal:**

Our online website, where you can access NDC content for free. It doesn't require any development from your side to consume our content.

- **Via NDC API:**

This is the application program interface that allows you to connect LATAM's NDC content to your own software.

- **Via Aggregator:**

Third-party technology supplier. We approve and recommend these suppliers to give you the best service and level of fulfillment of the tool.

To connect, please get in touch with us, and we'll analyze the best option for you to access NDC by LATAM.

What is the cost of connecting to NDC by LATAM for the agency?

Depending on your selected type of connection, you may have development costs. However, there is no need to worry because we want to help you minimize the costs associated with technical developments. Contact your sales executive so we can learn about your agency's specific needs and development costs and see how we can best support you.

In which countries is the NDC Portal available as of today?

It is available in:

- *Chile*
- *Colombia*
- *Peru*
- *Argentina*
- *Ecuador*
- *Spain*
- *France*
- *Italy*
- *Germany*
- *England*
- *Brazil*

Other countries will be available before May 1, 2023, and the list will be updated accordingly.

What aggregators does LATAM have currently connected (or in the connection process)?

LATAM is currently working with the following aggregators:

Aggregator

<i>Aaron Group</i>	<i>Duffel</i>	<i>Lemontech</i>	<i>Netactica</i>	<i>Tech Travel</i>
<i>AER</i>	<i>Ideas Fractal</i>	<i>Lleego</i>	<i>Netviax</i>	<i>Wooba</i>





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What is the difference between NDC by LATAM and e-LATAM/DCP in Brazil?

Both are direct connection tools, but e-LATAM/DCP (only available in Brazil) is based on EDIFACT. NDC by LATAM uses New Distribution Capability (NDC) technology, the industry standard for new distribution technology, which has been widely adopted by airlines over the last few years.

If you're currently an eLATAM/DCP user, we encourage you to start considering the shift to NDC by LATAM, given the advantages that it offers.

Please remember that new clients interested in direct connection tools will only be connected through NDC.

Is e-LATAM/DCP going to be shut down at the NDC by LATAM launch?

Every change takes time, and that's why e-LATAM/DCP and NDC by LATAM will continue working simultaneously until further notice in the Brazilian market.

If you're currently an e-LATAM/DCP user, we'll continue supporting you as usual.

I am a third-party technology developer; can I connect with NDC by LATAM in my tool?

Yes! You can connect through our API. Please contact us on grp_ndcgo2market@latam.com and we'll get back to you. You can access it through [this link](#) if you already have a user account on our Developer Portal.





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What is the level of technical development of NDC by LATAM?

We're continually developing the tool by working with agencies to get the best functionalities that satisfy market needs. Currently, the main functionalities in the Shopping & Booking, Post-sale and Ancillary processes are available for production.

You can see detailed information on specific functionalities in our [trade portal](#). Also, you can go to <https://retailing.iata.org/armi/registry/la/> to see our list of developed functionalities that have been certified by IATA.

What version of NDC and level of IATA certification does LATAM have at the moment?

LATAM's current version of NDC is 19.2, and it has the ARM Certification from IATA, which is one of the highest levels of certification for the maturity of a NDC tool. For further information, please click the link below:

<https://retailing.iata.org/armi/registry/la/>

Which post-sale services will be available on NDC by LATAM?

As we're aware that for you post-sale services are equally important as sales services, we have focused on developing them. The available post-sale services at the moment are:

- **Dates changes**
- **Post booking ancillaries**
- **Void**
- **Refund**
- **Disruption management (involuntary changes)**

All the above services are available with limited forms of payment as of today. We're developing other payment options that will be available very soon, as well as more post-sale services.

How do I use the NDC by LATAM Portal?

Using the NDC by LATAM Portal is very simple! Check out our guide and video tutorials that will be available at latamtrade.com soon.



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Who can I contact for help with NDC by LATAM?

NDC by LATAM Care team is here to help you! Get in touch with us through [this form](#) or for any technical, operational or commercial inquiries, don't hesitate to contact us via the following e-mails, depending on what you need:

- For commercial inquiries, please contact: grp_ndcgo2market@latam.com
- For technical inquiries, please contact: grp_ndcsupport@latam.com
- For operational inquiries, please contact: grp_ndc@latam.com

How can I report an error in NDC by LATAM?

In the NDC Portal (<https://www.agency.latamairlines.com/>), you can access the “Help Center” page and click on “Open a case”. Please, note that you'll need a user account and to be logged in to do so.

You can also reach our NDC Support Team through [this form](#).