



# *Travel Agent's guide for LATAM Direct Groups and NO IATA Agencies*

Global Sales  
Support

January 2023

# ***¡HELLO!***

We present the new version of the LATAM group management website, where through this tool, you can request your groups directly from us in an organized manner, make requests for changes, and maintain common and transparent control for this product.

Besides that, you will be able to manage your stock, such as reduce spaces, modify certain aspects of your departures or add passengers, in a reliable way for your group business with LATAM.

Come in and discover it!

# ***Direct Groups and NON-IATAS***

A direct group is requested by an agency without an IATA code or by a company that wishes to issue an independent group.

In case of direct group:

- LATAM proceeds with the issuance;
- A deposit is required to guarantee the group;
- Issuance fee will be charged.

To communicate with the groups team you can access the chat located at [www.latamtrade.com](http://www.latamtrade.com) or on the Groups website.

Information about prepayment amounts and issuance fees are on the “Prepayment” page.

# *1. Let's Begin...*

# User Login

Access to <https://www.serieslatam.com>



Language  
English ▼

Username  
LuisPerez

Password  
\*\*\*\*\*

Login

[Forgot my Password](#)

[If you do not have access yet, please apply here!](#)

¡Welcome to our Groups Site Latam!

On the first screen, enter your username and password.

If you forgot your password, please click here to recover it.

If you do not have an user, you can request it here.

# Password Recovery



Language  
English

Username  
LuisPerez

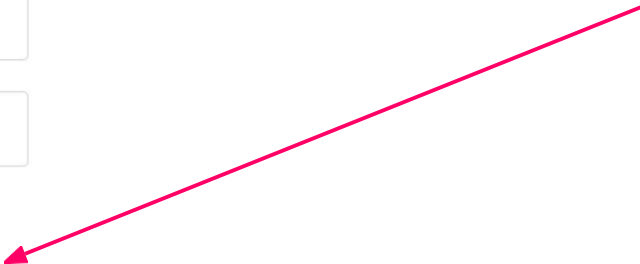
Password  
\*\*\*\*\*

Login


[Forgot my Password](#)

[If you do not have access yet, please apply here!](#)

The access is blocked if you enter a wrong password 5 consecutive times, so we recommend you click on “I have forgotten the password” at the bottom of the screen and enter your username if you do not remember it. You will receive a message with a new password that you can change within the groups platform itself.



# New User Request

Request

[Go Back](#)

If you do not have access, you can request it by clicking on the option “If you do not have access yet? Please apply here!” at the bottom of the screen.

Then, enter the country, IATA and name of your agency, also your name, surname and email and click “Request”. You will receive your username and password in the email informed within 24 hours.

# Home screen



**LATAM** groups

Home

Requests

Stock

New Group ▾

Reports

Change Password

Logout

In the top menu you will find the following options:

**Home** : Here you will have summarized the information regarding groups where status is pending contract signature (pending confirmation), groups that will shortly enter the penalty period, groups for which you should already make the reservation claim and groups with TL of nearby emission.

**Requests:** In this menu you can see all the requests made and their status (new groups, modifications, reductions, addpax...).

**Stock:** Here you can access all the groups that have been approved and manage them.

**New Group:** You can request new groups from this option.

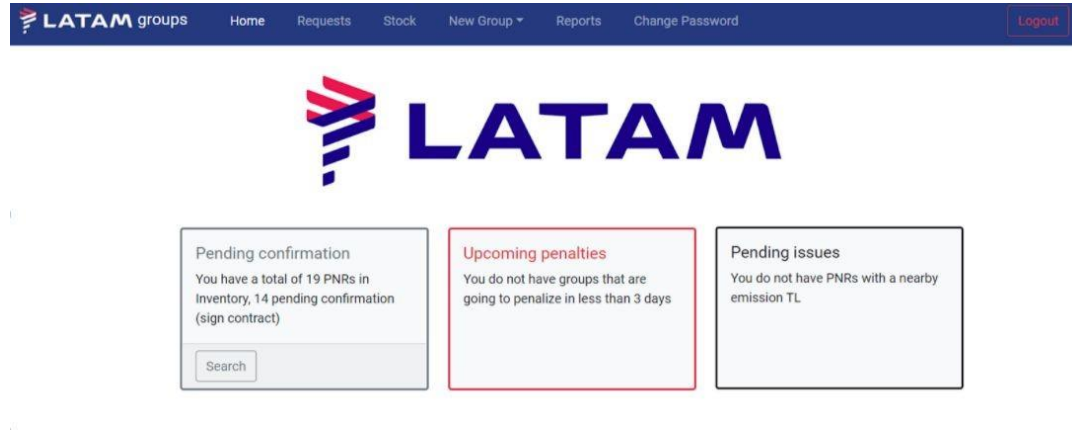
**Reports:** From here you can download the information of your groups in Excel format.

**Change Password:** From this option you can change your password.

**Logout:** If you have already finished your management, you can exit the web by pressing this option.



# Home



- **Pending Confirmation:** Group PNRs where contract signing is still required for them to change to confirmed status. By clicking on the “search” button within this option you can access them directly.
- **Upcoming Penalties:** Groups that will enter a penalty period within two days. By clicking on the “search” button you can access them directly. This will allow you to carry out better management and avoid oversights that may incur fines.
- **Pending issues:** Clicking on the “search” button, all the PNRs whose emission TL is close, in the next two days, will be detailed.

# Requests

In this section of the website you can view all your requests and their status (new groups requests, modifications, additional seats, reductions and contract approvals).

- **Approved:** The new group or the request made has been approved by LATAM. Clicking on the word “Approved” will take you directly to the stock where you can view all the group's information.
- **Refused:** The request has been refused by LATAM, in the comments field you can review the reason.
- **Pending:** Your request is pending review by LATAM.

LATAM groups							
Home Requests Stock New Group Reports Change Password Logout							
Group Name	PNR	PNR Code	Departure	Flight	Request	Status	Remarks
<a href="#">EJEMPLOISA</a>			09/08/2022	LA706	New Group	Pending	
<a href="#">TESTTRAININGII</a>			15/07/2022	LA3532	New Group	Pending	
<a href="#">TESTTRAINING</a>			01/11/2022	LA8190	New Group	Pending	
<a href="#">TESTDAVIDOO</a>		46616	10/07/2022	LA702	New Group	Approved	grupo aceptado
<a href="#">TESTDAVIDO</a>			07/07/2022	LA2376	New Group	Approved	
<a href="#">prueba</a>			05/05/2022	LA3328	New Group	Refused	TEST
<a href="#">GRPTESTEUROIX</a>			11/11/2022	LA3310	New Group	Refused	TEST
<a href="#">GRPTESTEUROVIII</a>			05/10/2022	LA8065	New Group	Refused	TEST
<a href="#">GRPTESTEUROVI</a>			05/10/2022	LA8195	New Group	Refused	TEST
<a href="#">GRPTESTEUROV</a>			10/10/2022	LA8181	New Group	Refused	TEST
<a href="#">GRPTESTEUROIV</a>			12/10/2022	LA2464	New Group	Refused	TEST
<a href="#">GRPTESTEUROIII</a>			06/10/2022	LA404	New Group	Refused	TEST
<a href="#">GRPTESTEUROII</a>			05/10/2022	LA2485	New Group	Refused	TEST
<a href="#">GRPTESTEUROI</a>			10/10/2022	LA3781	New Group	Refused	TEST
<a href="#">GRPTESTEURO</a>			07/11/2022	LA8071	New Group	Refused	TEST
<a href="#">TESTGRUPOA</a>	AAAAAA	46312	25/06/2022	LA8190	AddPax	Approved	
<a href="#">TESTGRUPOA</a>	AAAAAA	46312	25/06/2022	LA8190	Release Seats	Approved	
<a href="#">TESTGRUPOA</a>	AAAAAA	46312	25/06/2022	LA8190	Release Seats	Refused	
<a href="#">TESTCHILEDOM</a>			14/07/2022	LA3338	New Group	Approved	

# Stock

Group Name	PNR	Departure		Status	
<input type="text"/>	<input type="text"/>	<input type="text" value="Day"/>	<input style="border: none; border-bottom: 1px solid #ccc; text-align: center; padding: 0 5px;" type="text" value="Month"/> ▾	<input type="text" value="Year"/>	<input style="border: none; border-bottom: 1px solid #ccc; text-align: center; padding: 0 5px;" type="text"/> ▾
<input type="button" value="Search"/>					

In the stock management module you can access all the groups you have with LATAM. To do this you will have the possibility to search by name, by PNR, by date (day, month or year) and also by the status of the group. Remember that requests are not shown in stock, just groups that LATAM approved and that can be found in the following states:

- **Quoted:** Your group request has been approved by LATAM, so it goes into the stock and awaits the signature of the contract whereby the conditions are accepted.
- **Quoted canceled:** Groups in which the contract was not signed, so they were canceled after the expiration of the TL.
- **Confirmed:** Groups that have a signed contract.
- **Canceled:** Groups that you have canceled in full.
- **Issued:** Groups issued once the deadline established by LATAM has arrived.

# Reports



LATAM groups

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<a href="#">Data table</a>
<a href="#">Penalties</a>
<a href="#">Download user manual</a>

In the reports section you can download files with valuable information for your group management and you will also find the user manual to download.

- **Data table:** Here you will find all the relevant information about your groups.
- **Penalties:** Groups in which a reduction or cancellation after the deadline has caused penalties that will be charged by the established procedure.

# *1. New Group*

# New Group

IATA	Agency	Group Name	Seats	Type
<input type="text" value="3333333-3"/>	<input type="text" value="TEST CL"/>	<input type="text" value="TESTCHILEDOM"/>	<input type="text" value="20"/>	<input type="text"/>
Agent Name	Agent e-mail	Agent Phone Number	Tour Conductor	
<input type="text" value="UsuarioTestCL"/>	<input type="text" value="usuario@agencia.com"/>	<input type="text"/>	<input type="checkbox"/>	
<div>Remarks</div>				

Next

When typing your IATA, your agency name, your name and your e-mail will be completed (it is important to add the IATA with a hyphen and verification digit). Phone number is an optional field.

The mandatory fields are the name of the group and the number of seats. The name of the group must not include numbers or the word “group”, and it cannot exceed 21 characters. Example (TOURISM + Destination, month or corporate client name, such as: VACACIONALCUNII or CORPINCENTIVXXX).

In the observations field you can enter information relevant to your request.

**TC: The Tour Conductor is available for domestic, regional and international routes. Remember, you must check the box at the time of the request; otherwise, it won't be possible to do it later.**

To continue, click “Next”.

# New Group (flight requests)

Add new flights

Departure Date 14/07/2022	Route (airports) GRUIGU	Search
------------------------------	----------------------------	--------

You must add the flights in which you want to request your group, entering the departure date and the route. In the route you must type the origin destination of the flight according to the pair of cities according to the airport (origin destinations such as BUE, RIO, NYC will not be accepted). Then click “Search”.

Flight Number	Departure Time	Arrival Time	Choose
LA3336	06:15:00	07:55:00	<input type="radio"/>
LA3338	16:20:00	18:00:00	<input type="radio"/>
LA3340	21:40:00	23:20:00	<input type="radio"/>


Add

The flights in which your group could be confirmed will be displayed, select the one of your preference and click on “add”.

Add

# New Group (offline flight request)

If your group's request is associated with flights from other airlines (feeders, contributions, offline flights) you will need to click at the bottom of the screen where it says FEEDER/OFFLINE. The entry of these flights must be in accordance with the numbering of the other company. **Codeshare flights do not accepted in group reservation.**

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IATA

3333333-3

Agency

TEST CL

Group Name

TESTCHILEDOM

Seats

20

Type

Agent Name

UsuarioTestCL

Agent e-mail

usuario@agencia.com

Agent Phone Number

Tour Conductor

Remarks

Add new flights

Departure Date

dd/mm/aaaa

Route (airports)

Search

Feeder/Offline

Type

Outbound

Departure Date

dd/mm/aaaa

Flight Number

Ruta (aeropuertos)

Cabin

ECONOMY

▾

Type

Inbound

Departure Date

dd/mm/aaaa

Flight Number

Ruta (aeropuertos)

Cabin

ECONOMY

▾

Add



# New Group (*Flight request*)

## ADDED FLIGHT LEG



Search for another leg or select the cabin and click on Request

Type

DOM

Departure Date

14/07/2022

Flight Number

LA3338

Origin/Destiny

GRUIGU

Cabin

ECONOMY



Request

A message will appear indicating that the flight leg has been added, you can select the cabin, add another flight leg according to the same process (add new flight leg) and once your request is ready, click on “request”. In this way, the group is ordered and sent to LATAM for evaluation.

# New Group (request completed)

## Requested group



In the 'Requests' menu you can check the request's status

Group Name	PNR	PNR Code	Departure	Flight	Request	Status	Remarks
<a href="#">TESTCHILEDOM</a>			14/07/2022	LA3338	New Group	Pending	

Once the request is made, it will remain in the request module in pending status. From this same view, by clicking on the name of the group you will be able to review your order. When the LATAM analyst has an approval response for the group, you will be able to see the change in status and you will receive a notice in your email indicating that it is already possible download your document with the summary of the conditions for review. If the group is refused you will receive an email with the reason for it.

# Stock (Display the group)

To review the accepted rate, you must search for the group in the “stock” Menu by any of the available fields. If you find a matching result, to see the detail you must click on the icon under the “Display” column. Likewise, from the requests menu, clicking on **approved** will go directly to the group.

Group Name

TESTCHILEDOM

PNR

Departure

Day

Month

Year

Status

Search

Group	PNR	PNR Code	Departure	Flight	Status	Booked	To Issue	Display
TESTCHILEDOM	XXXXXX	46819	14/07/2022	LA3338	QUOTED	20	20	>>

# Stock (Display the group)

GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent
41589	TESTCHILEDOM	20/0	DOM	ITCLGTEST41589	SH	Patricia Zabalza
Penalty	ADM	Waiver	Deposit	Currency		
0	0	0	0	CLP		

Information	Sectors	Seats	Remarks
-------------	---------	-------	---------

PNR Code	PNR	Main PNR	Name	Seats	Status
46347	XXXXXX		TESTCHILEDOM	20/0	CONFIRMADO
LH Fare	LH Q	SH Fare	SH Q	Farebasis	
0	0	300	0	AAAAAAAAAAAA	
Validity Date	Issuance TL	Deposit Number	Deposit Amount	Deposit TL	
04/05/2022	11/07/2022		0	dd/mm/aaaa	

- Here you will find the fields related to the **Approved Fare** (LH or SH depending on the business, if it is International or Domestic/Regional). LATAM only delivers the Net Fare to be guaranteed and it is the responsibility of each agency to calculate the taxes in their GDS if they are needed.
- **Validity Date:** It is the maximum date that is given to the agents to upload the approval of the conditions in PDF format.
- **TL Deposit:** It is the time limit that the agency has to make the prepayment of the group.
- **Issuance TL:** It is the time limit that the agency has to issue the group.

# Contract

Download Latam contract of the group TESTDAVIDUS on PNR: AAAAAA

Web Series LATAM <serieslatamwebeu@latam.com>

para mí ▾

🌐 inglés ▾ > español ▾ [Traducir mensaje](#)

Dear Agency, you can now download the contract for group TESTDAVIDUS with PNR: AAAAAA

Before signing, please check that all the information is correct.

If you agree with the conditions, please upload the signed document in PDF format, by accessing the group through the inv sign. Once it is signed, please 'Upload signed contract' and send it.

Yours sincerely,  
Latam Airlines Groups department.

Please, do not reply to this email

When your group is approved by LATAM you will receive this email.

To review the conditions you must access the web, search for the group in “stock” and go to “download the contract”.

Download the contract, review the conditions and if you are agree, sign it and click on “upload signed contract”. LATAM will verify that it has been uploaded correctly and your group will change to confirmed status.

Display

Release Seats

Cancel

Modify

AddPax

Split

Download contract

Upload signed contract

GroupCode

Group Name

Seats

Type

Tourcode

Contract

LATAM Agent

41589

TESTCHILEDOM

20/0

DOM

ITCLGTEST41589

SH

Patricia Zabalza

Penalty

ADM

Waiver

Deposit

Currency

0

0

0

0

CLP

# Prepaid

After signing the contract, it will be necessary to make a prepayment to guarantee the group.

The value of the prepayment is according to the number of passengers and type of route, as shown in the table below:

TYPE OF BUSINESS	PREMIUM BUSINESS	ECONOMY
Long haul and IPC (International)	250 USD	100 USD
Within South America and PUJ (Regional)	-	50 USD
Domestic South America	-	25 USD
(*) Domestic GPS/SCY only	-	35 USD

To get any information regarding account data for deposit, full or prepayment and issuance, send us a chat through [latamtrade.com](https://latamtrade.com) or on Groups website.

Issuance fee:

MEX: USD20 per passenger

USA: USD30 per passenger

## *2. Management of the group in stock*

# Stock

Once you have the group confirmed, the requirements you need to make related to it, you can do it through the Web generating requests that will be accepted or rejected by a Group Analyst.

You can:

- See your group to review the TLs, approved Net Fares, PNR, farebasis, etc.
- Request reductions;
- Request total cancellation;
- Modify to be able to enter requests for protective flights in case of having affected flights;
- Request additional passengers;
- Request splits.



# Stock: Reduction

The screenshot shows the 'Stock' page in the LATAM groups system. A modal titled 'Release Seats' is open, allowing the user to specify the number of seats to release. The background form contains the following details:

GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent
42045	TESTCHILEDOM	20/0	DOM	ITCLGTEST42045	SH	Mantenimiento Iss

Additional fields include Penalty (0), ADM (0), Waiver (0), Deposit (0), and Currency (CLP). The 'Release' button is highlighted in green.

By clicking on “Release Seats” you must indicate the number of seats to cancel. This request will generate a pending that you can view in the requests section and that will be evaluated by LATAM.

If your request is accepted, you will be able to check if any penalty was generated given the group conditions. At the end of all the group information you will find a summary of the active seats number, as well as the history of requests and their dates.

The screenshot shows the 'Stock' page after a request has been submitted. The 'Seats' tab is active, displaying a summary of the seat status:

Booked Seats	Issued Seats	To Issue Seats	Released Seats
20	0	20	0

Below this, a table shows the history of requests:

Date	Issued	Released	Period	Reviewed
04/05/2022	0	3	>60	NO

A green confirmation message is displayed at the bottom:

**Seat reduction request sent**

In the 'Requests' menu you can check the status of the request  
In the 'Seats' tab you can consult the list of emissions and reductions

# Stock: Cancel

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Display Release Seats **Cancel** Modify AddPax Split View approved contract

GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent
42045	TESTCHILEDOM	20/0	DOM	ITCLGTEST42045	SH	Mantenimiento Iss
Penalty	ADM	Waiver	Deposit	Currency		
0	0	0	0	CLP		

Information Sectors Seats Remarks

PNR Code PNR

46819 XXXXXX

LH Fare LH Q

0 0 300 0 AAAAAAAA

Validity Date Issuance TL Deposit Number Deposit Amount Deposit TL

12/05/2022 11/07/2022 dd/mm/aaaa

CONFIRMADO

Cancel group

Confirm cancellation of 20 seats

Confirm

If you press "Cancel group", you are requesting that the group analyst perform the total cancellation of the group.

If your request is accepted, you will be able to check if any penalty was generated given the group conditions and how much will be the amount to be penalized if it is carried out in the corresponding period. In the "Seats" tab you will find a summary of the seats canceled and issued.

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Display Release Seats **Cancel** Modify AddPax Split View approved contract

GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent
42045	TESTCHILEDOM	20/0	DOM	ITCLGTEST42045	SH	Mantenimiento Iss
Penalty	ADM	Waiver	Deposit	Currency		
0	0	0	0	CLP		


Information Sectors **Seats** Remarks

Booked Seats	Issued Seats	To Issue Seats	Released Seats
20	0	0	20

Date	Issued	Released	Period	Reviewed
04/05/2022	0	20	>60	YES

# Stock: Modification

You can request the modification of dates, flight numbers or routes of the sections according to the conditions of the group. This request will generate a pending that you can view in the requests menu and will be evaluated by LATAM.

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



[Logout](#)

[Display](#) [Release Seats](#) [Cancel](#) **[Modify](#)** [AddPax](#) [Split](#) [View approved contract](#)

GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent
41555	TESTGRUPOA	23/0	LH	ITCLGTEST41555	LH	Mantenimiento Iss
Penalty	ADM	Waiver	Deposit	Currency		
0	0	0	0	USD		

PNRs - AAAAAA - BBBB

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Type	Departure Date		Flight Number	Route	Cabin
LONG HAUL OUTBOUND	25/06/2022		LA8190	GRUMIA	ECONOMY 
DOM	01/11/2022		LA4629	POAGRU	ECONOMY 
DOM	05/11/2022		LA3473	GRUPOA	ECONOMY 
LONG HAUL INBOUND	05/11/2022		LA8195	MIAGRU	ECONOMY 

[Modificar](#) [Cancelar](#)

# Stock: AddPax

The screenshot shows the 'AddPax' modal form in the LATAM groups system. The modal is titled 'AddPax' and has a close button (X). It contains a 'Seats' input field with the value '3' and an 'Add' button. The background shows the main form with fields for GroupCode (42045), Group Name (TESTCHILEDOM), Seats (20/0), Type (DOM), Tourcode (ITCLGTEST42045), Contract (SH), and LATAM Agent (Mantenimiento Iss).


If you press "AddPax" you are requesting that the group analyst evaluate the possibility of adding passengers (max 9).

If your request was accepted, you will see the seats added in a new PNR

The screenshot shows the main form in the LATAM groups system after the 'AddPax' request has been accepted. The 'PNRs' field now shows 'XXXXXX - BBBB' (circled in red). The 'Information' tab is selected, and the 'Seats' field (circled in red) shows '3/0'. The background shows the main form with fields for GroupCode (42045), Group Name (TESTCHILEDOM), Seats (23/0), Type (DOM), Tourcode (ITCLGTEST42045), Contract (SH), and LATAM Agent (Mantenimiento Iss).

# Stock: Split

You can request to separate seats to another PNR by clicking on the “split” option

 **LATAM** groups

HomeRequestsStockNew GroupReportsChange PasswordLogout

DisplayRelease SeatsCancelModifyAddPaxSplitView approved contract

GroupCode

42045

Group Name

TESTCHILEDOM

Seats

23/0

Type

DOM

Tourcode

ITCLGTEST42045

Contract

SH

LATAM Agent

Mantenimiento Iss

Penalty

0

ADM

0

Waiver

0

Deposit

0

Currency

CLP

PNRs - XXXXXX - BBBB

Information

Sectors

Seats

Remarks

PNR Code

46819

PNR

XXXXXX

LH Fare

0

LH Q

0

SH Fare

300

SH Q

0

Farebasis

AAAAAAA

Validity Date

12/05/2022

Issuance TL

11/07/2022

Deposit Number

Deposit Amount

0

Deposit TL

dd/mm/aaaa

Seats

0/0

Status

CONFIRMADO

Split

×

Seats

1

Ok

*For any questions about regular or contingency procedures, group conditions and contact channels with the LATAM groups team, visit the support portal for LATAM TRADE agencies corresponding to your country.*

***¡Thank you!***