LATAM AIRLINES

Without frontiers

ADHOC SERIES REFERENCE GUIDE

Global Sales Support

January 2023

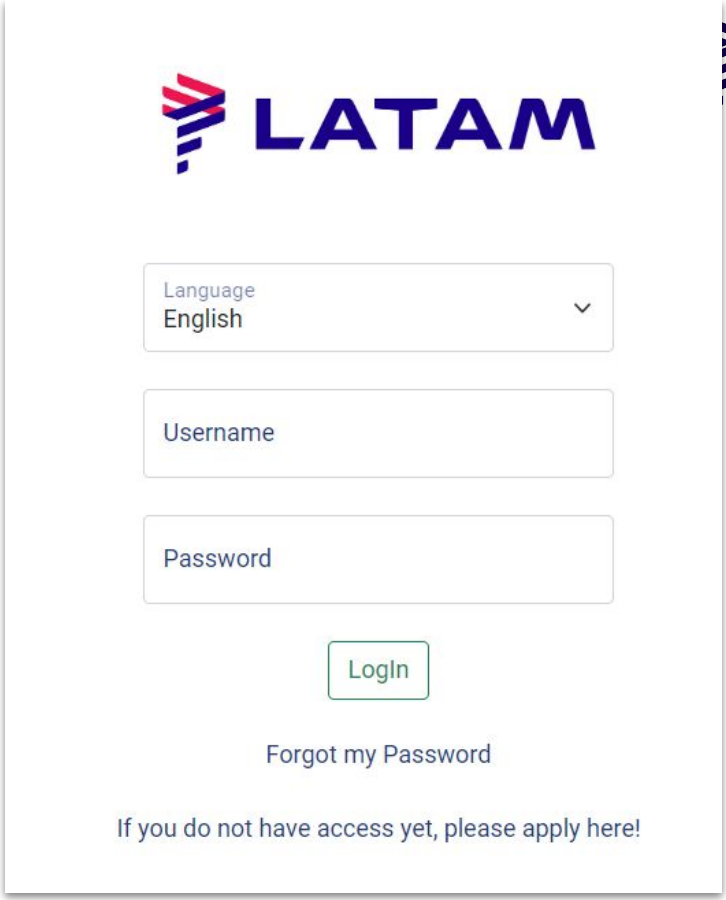
Hello!

We are pleased to present to you the new way to request ad hoc series through our "Series" website

If you have any questions or need additional support, please do not hesitate to contact our support team.

To get started, log in using the following link:
https://www.serieslatam.com/br/

You must choose the language and enter your username and password.



Menu

The following options are available on the home page:

Home: Access to Control Panels (Pending confirmation, Upcoming penalties, Claim and Pending issues)

Requests: Review all the requests and the status of negotiations.

Stock: Access and manage your approved groups.

New Group: Allows you to request new group quotes.

Reports: Download reports with your groups information.

Change Password: Request password change.

Logout: To disconnect from the system.

To request Series click “Web Series”

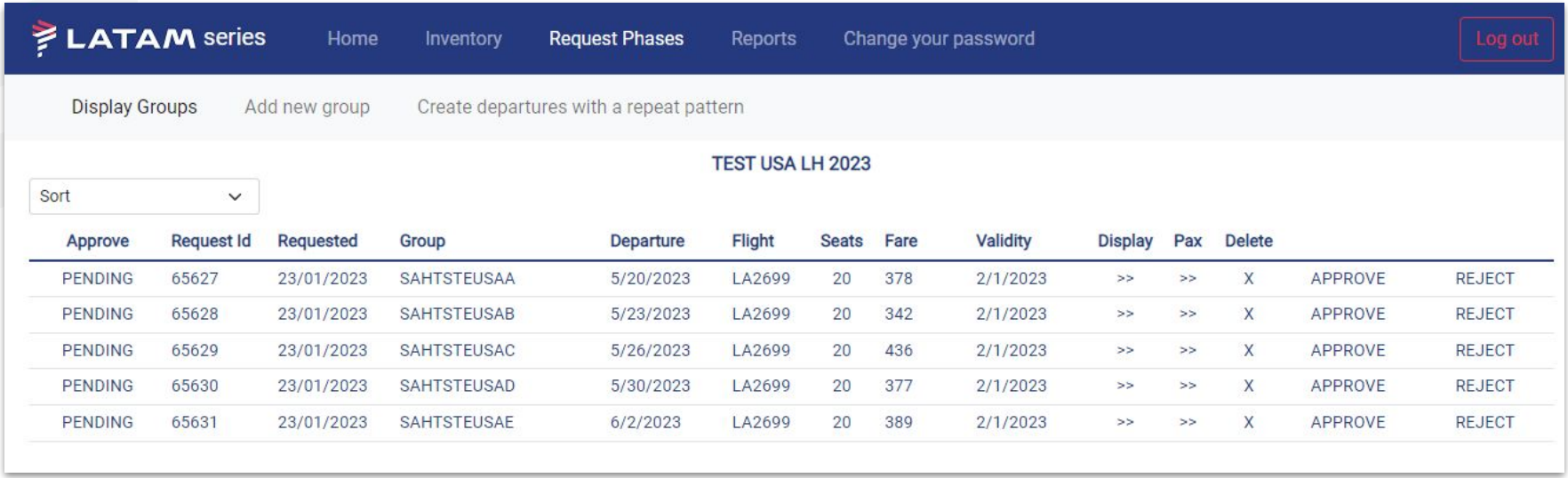
To negotiate Series Adhoc click on “Request Phases”

Allocation	Name	PNR	Airline PNR	Departure date	Flight number	Request	Status	Observation
TEST USA LH 2021	SAHTESTUSATOURPERUI	LJKSVO	8445	03/11/2021	LA2461	Modification	Approved	
TEST USA LH 2021	SAHTESTUSATOURPERUI	LYUOGY	8443	02/11/2021	LA2461	ADD Pax	Approved	
TEST USA LH 2021	SAHTESTUSATOURPERUI	LYUOGY	8443	02/11/2021	LA2461	Seat reduction	Approved	segun su solicitud se redujeron 5 espacios
TEST USA LH 2021	SAHTESTUSAPERU		7950	01/11/2021	LA2461	Seat reduction	Approved	
TEST USA LH 2021	SAHTESTUSACHILEI	AAAAAA	7947	04/10/2021	LA501	Modification	Rejected	
TEST USA LH 2021	SAHTESTUSACHILEI	AAAAAA	7947	04/10/2021	LA501	Modification	Rejected	ok
TEST USA LH 2021	SAHTESTUSACHILEI	AAAAAA	7947	04/10/2021	LA501	ADD Pax	Approved	
TEST USA LH 2021	SAHTESTUSACHILEI	AAAAAA	7947	04/10/2021	LA501	ADD Pax	Rejected	no dispo, only 5
TEST USA LH 2021	SAHTESTUSACHILEI	AAAAAA	7947	04/10/2021	LA501	Seat reduction	Approved	

In the “Request Phases” option, select the type of request you want to negotiate, for example: Ad-hoc Requests - Open - 2023.

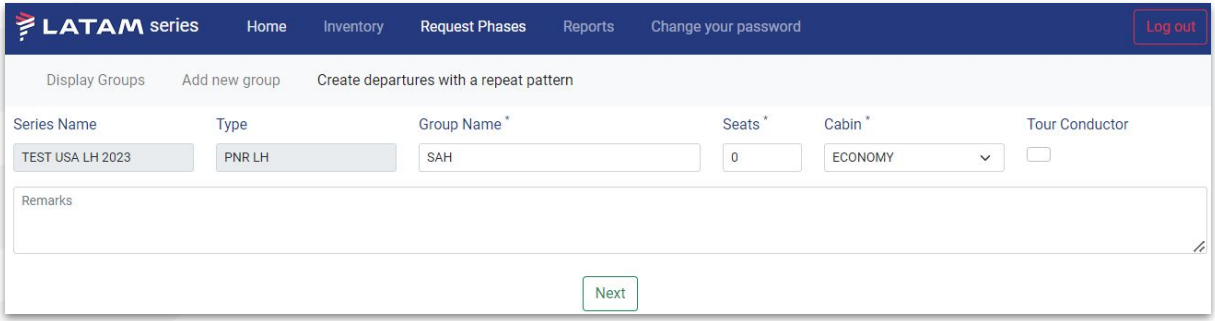
When selecting the type of request, choose the type of operation (long haul or short haul):

The system will show you the list of your requests.
To start the Adhoc Serie request you can choose "Add New Group" or "Create departures with a repeat pattern"

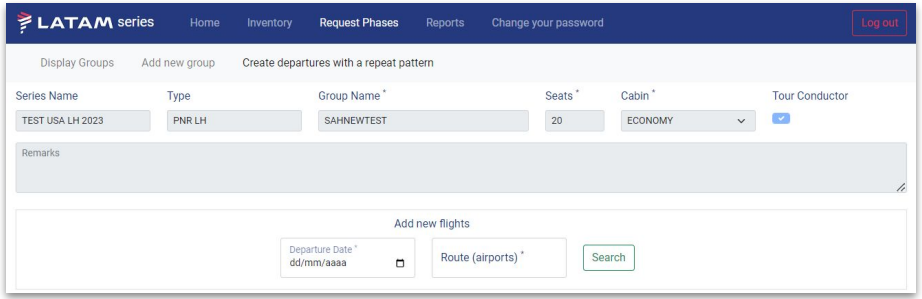


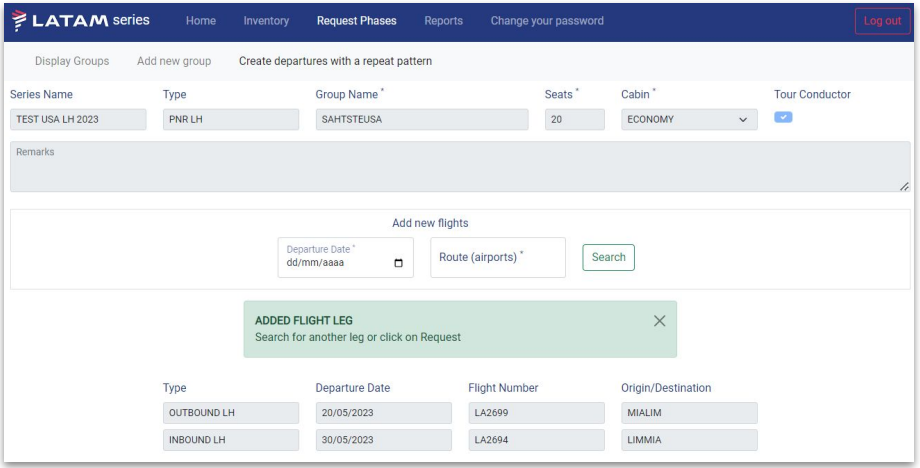
Approve	Request Id	Requested	Group	Departure	Flight	Seats	Fare	Validity	Display	Pax	Delete		
PENDING	65627	23/01/2023	SAHTSTEUSAA	5/20/2023	LA2699	20	378	2/1/2023	>>	>>	X	APPROVE	REJECT
PENDING	65628	23/01/2023	SAHTSTEUSAB	5/23/2023	LA2699	20	342	2/1/2023	>>	>>	X	APPROVE	REJECT
PENDING	65629	23/01/2023	SAHTSTEUSAC	5/26/2023	LA2699	20	436	2/1/2023	>>	>>	X	APPROVE	REJECT
PENDING	65630	23/01/2023	SAHTSTEUSAD	5/30/2023	LA2699	20	377	2/1/2023	>>	>>	X	APPROVE	REJECT
PENDING	65631	23/01/2023	SAHTSTEUSAE	6/2/2023	LA2699	20	389	2/1/2023	>>	>>	X	APPROVE	REJECT

On the next screen, fill in the name of the group, number of spaces, and if there will be a tour conductor. Then click continue.



Select the flight date, the route and click Search. Then choose the flight you want to negotiate and click Add. Remember add all flights before continuing.

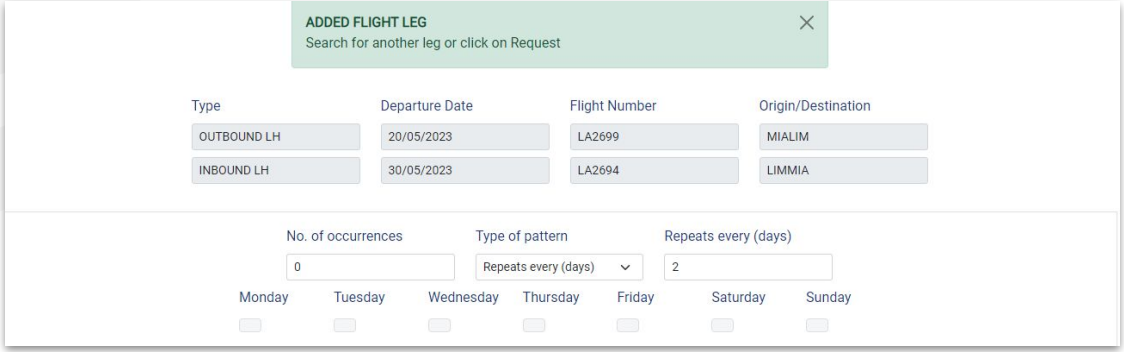




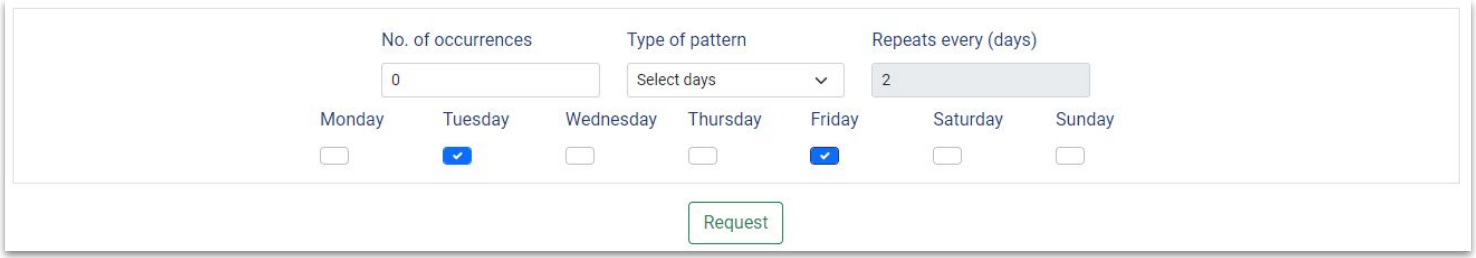
To finalize your quote, click on "Request" and your request will remain pending for the LATAM Airlines Groups Team to analyze.

If you selected the option "Create departures with a repeat pattern"at the beginning of your request, you must also add the number of "occurrences" and the "Type of pattern".

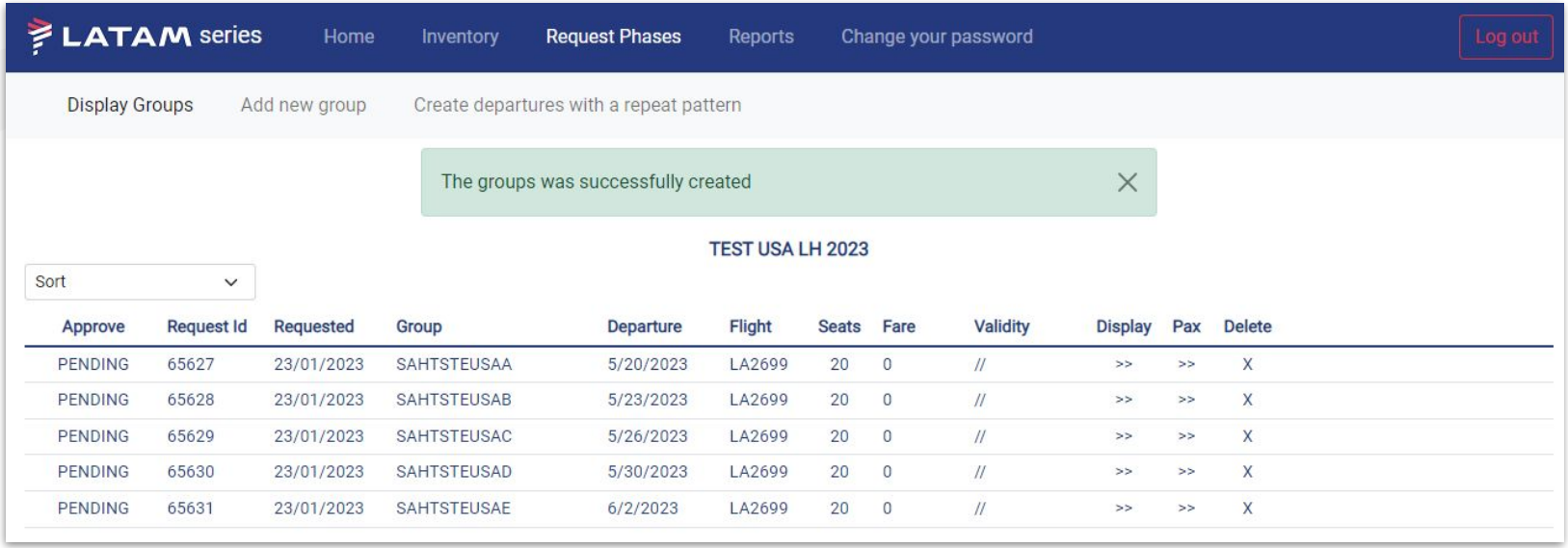
In **"Repeats every (days)"** you must add how often the group will be repeated.



In **Select days** it is possible to indicate the departures by day of the week. For example, every Tuesday and Friday.



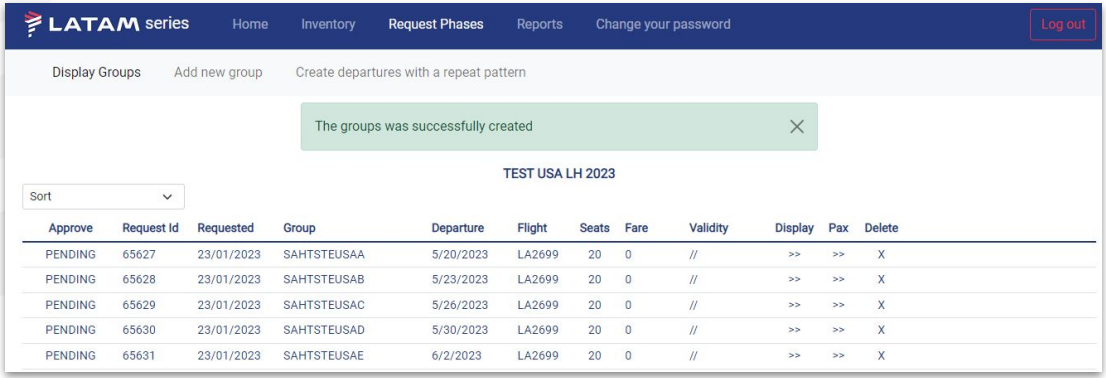
Important: To finish, click on "Request". It will show with a "Pending" status until our Groups team analyzes it.



Approve	Request Id	Requested	Group	Departure	Flight	Seats	Fare	Validity	Display	Pax	Delete
PENDING	65627	23/01/2023	SAHTSTEUSAA	5/20/2023	LA2699	20	0	//	>>	>>	X
PENDING	65628	23/01/2023	SAHTSTEUSAB	5/23/2023	LA2699	20	0	//	>>	>>	X
PENDING	65629	23/01/2023	SAHTSTEUSAC	5/26/2023	LA2699	20	0	//	>>	>>	X
PENDING	65630	23/01/2023	SAHTSTEUSAD	5/30/2023	LA2699	20	0	//	>>	>>	X
PENDING	65631	23/01/2023	SAHTSTEUSAE	6/2/2023	LA2699	20	0	//	>>	>>	X

Series Adhoc Management

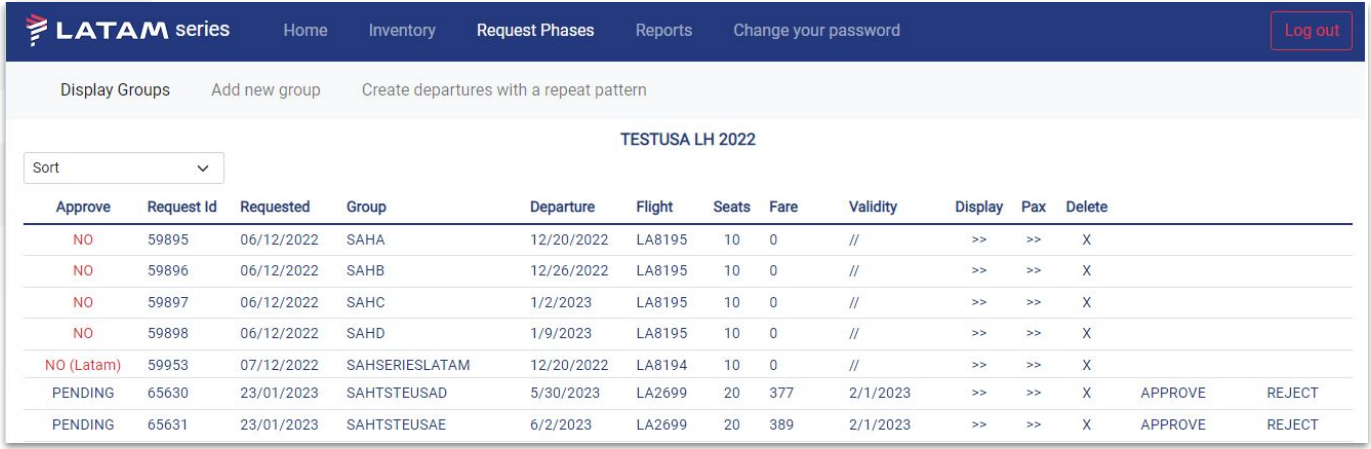
To start managing your requests, first click on “Request Phases”.



Then, select the type of request you want to manage, for example: Ad-hoc requests - Open - 2023 and the type of operation (long haul or short haul)

You will be able to see the list of your requests.

The requests with a "NO", in the "Approve" column, have been rejected by the agency. Requests with a "NO (LATAM)" status, have been rejected by LATAM.



Approve	Request Id	Requested	Group	Departure	Flight	Seats	Fare	Validity	Display	Pax	Delete		
NO	59895	06/12/2022	SAHA	12/20/2022	LA8195	10	0	//	>>	>>	X		
NO	59896	06/12/2022	SAHB	12/26/2022	LA8195	10	0	//	>>	>>	X		
NO	59897	06/12/2022	SAHC	1/2/2023	LA8195	10	0	//	>>	>>	X		
NO	59898	06/12/2022	SAHD	1/9/2023	LA8195	10	0	//	>>	>>	X		
NO (Latam)	59953	07/12/2022	SAHSERIESLATAM	12/20/2022	LA8194	10	0	//	>>	>>	X		
PENDING	65630	23/01/2023	SAHTSTEUSAD	5/30/2023	LA2699	20	377	2/1/2023	>>	>>	X	APPROVE	REJECT
PENDING	65631	23/01/2023	SAHTSTEUSAE	6/2/2023	LA2699	20	389	2/1/2023	>>	>>	X	APPROVE	REJECT

In this list, you can also see the details of your requests, such as spaces approved, fare and quote validity. You can also click on "View" to see more information about a specific request.

It is important that you "Approve" or "Reject" the conditions offered so you can have access to your group.

For any questions about procedures, group conditions and contact channels, visit the support portal for agencies LATAM TRADE corresponding to your country.

Thank you!