



GLOBAL SALES SUPPORT SUPPORT GUIDE

VOL. 01 | JANUARY 2023 | LANGUAGE EN



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BRAZIL

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BRAZIL



BRAZIL

SERVICE DETAILS

OPERATIONAL SUPPORT

SERVICE DESCRIPTION

- General Information (Indirect Sale)
- Requests for special services such as: Unaccompanied minor (UMNR), Pet in the cabin or hold (PETC), Special meals and more.
- Commercial Exceptions
- Referral Assistance (Voluntary - Involuntary)
- seat assignment
- check in
- Check-in cancellation
- Seat and luggage association
- Inquiries about rates
- Inquiries about business procedures
- Involuntary Group Changes for Flight Protection

SERVICE CHANNELS AND SLA

**Email:**

1st Response 8H
Resolution 48H



Office hours:
Mon to Fri: 08:00 to 20:00
Sat: 08:00 to 14:00

**Phone:**

20 Seconds



Office hours:
Mon to Fri: 08:00 to 20:00
Sat: 08:00 to 14:00

**Chat:**

03 Minutes



Available en:
<https://www.latamtrade.com>
Option Operational Support

LANGUAGE CONTACT

PT

E-mail: Agencies
informacoes.agencias@latam.com

E-mail Corporate
casos_corporativo@latam.com

Phone: (011) 0300 771 0110

Phone: (011) 0300 313 0950

BRAZIL

SERVICE DETAILS

SALES SUPPORT BR

SERVICE DESCRIPTION

- 2nd Level of ADM dispute
- Discounts related to the Farematch tool
- Management and issuance of courtesies
- Management and issuance of FAMTOURS
- Support for the entire courtesy process
- Clarification of JAL requests
- Private portal - Admin user creation
- One Deals
- Commercial waiver

SERVICE CHANNELS AND SLA

**Email:**

1st Response 24H
Resolution 240H



Office hours:
Mon to Fri 09:00 to 18:30

LANGUAGE CONTACTS

E-mail: ALS irregularities in the issuance and reissuance of tickets, etc.
grp_suporte.comercial@latam.com

PT

**Clarification of doubts and reimbursement details,
Request for cancellation letter, Refund Rules / Fare**
reembolso.agetur@latam.com

Refund cases within the Repentance Law (ANAC)
leiarrependimentoagencias@latam.com

Credit card service / agencies
grp_receita-agencias@latam.com

BRAZIL

SERVICE DETAILS

GROUPS - AGENCY

SERVICE DESCRIPTION

- Reservations from 10 seats, being the same date, origin and destination, with the exception of the following:

1st case: **MUSICAL BAND** - it is possible to create a reservation from 6 places;

2nd case: **EVENTS** | Non-consecutive legs: Multiple origins for a single destination. It is allowed to request the quote from 1 place per origin, provided that the total sum is at least 10 passengers.

SERVICE CHANNELS AND SLA

**Email:**

1st Response 8H
Resolution 48H



Office hours::
Mon to Fri: 09:00 to 18:30

www.serieslatam.com



Office hours::
Mon to Fri: 09:00 to 18:30

**Chat:**

03 Minutes



Available en:
<https://www.latamtrade.com>
Option Groups

LANGUAGE CONTACT

PT

E-mail: nucleodenegocios.grupos@latam.com

BRAZIL

SERVICE DETAILS

HELP CENTER - INTERNAL SUPPORT (EEVV)

SERVICE DESCRIPTION

- Clarification of general doubts for internal support of business executives.
- Waivers for commercial executives (Analysis / Commercial Exceptions)
- Refund in Duplicity (Waivers)

SERVICE CHANNELS AND SLA

**Email:**

1st Response 8H
Resolution 24H



Office hours:
Mon to Fri 09:00 to 18:30

**Phone:**

20 seconds



Office hours:
Mon to Fri 09:00 to 18:30

LANGUAGE CONTACT

PT

E-mail: grp_helpcenter@latam.com

Phone: (11) 4174-6339



BRAZIL

SERVICE DETAILS

CHARTER - AGENCY

SERVICE DESCRIPTION

Occasional Charter Service

- Master TKT Issuance - Cash
- Contract
- Creation of Reserve
- Name Entry
- Issuance of invoice / receipt
- Payment compensation

Charter Service Scheduled

- Master TKT Issuance - Cash
- Contract
- Creation of Reserve

SERVICE CHANNELS AND SLA



Email:

1st Response 8H
Resolution 16H



Office hours:
Mon to Fri: 09:00 to 18:30

https://www.latamtrade.com/pt_br/procom/fretamentos



Office hours::
Mon to Fri: 09:00 to 18:30

LANGUAGE CONTACT

PT

E-mail: comercial.fretamentos@latam.com

BRAZIL

SERVICE DETAILS

E-LATAM

SERVICE DESCRIPTION

- General questions about e-LATAM system (support) and EFAT (billing)
- Notification of e-LATAM and EFAT errors
- e-LATAM and EFAT access requests

SERVICE CHANNELS AND SLA

**Email:**

1st Response 8H
Resolution 120H



Office hours:
Mon to Fri 09:00 to 18:30

**Phone:**

20 seconds



Office hours:
Mon to Fri 09:00 to 18:30

**Chat:**

03 minutes



Available on:
<https://www.latamtrade.com>
option e-LATAM

LANGUAGE CONTACT

PT

E-mail: Questions related to NDC
grp_ndc@latam.com

* Service only by e-mail

PT

E-mail: General Support e-LATAM
soporte.elatam@latam.com

Phone: (011) 0300 771 0110

BRAZIL

SERVICE DETAILS

CORPORATE BR (SUPPORT) - LATAM CORPORATE

SERVICE DESCRIPTION

- General Information (Indirect Sale)
- Requests for special services such as: Unaccompanied minor (UMNR), Pet in the cabin or hold (PETC), Special meals and more.
- Commercial Exceptions
- Reissue Assistance (Voluntary - Involuntary)
- Seat assignment
- Check in
- Check-in cancellation
- Seat and luggage association
- Inquiries about rates
- Inquiries about business procedures
- Involuntary Group Changes for Flight Protection
- Ticket issuance

SERVICE CHANNELS AND SLA



Email:

1st Response 8H
Resolution 48H



Office hours:

Mon to Fri: 08:00 to 20:00
Sat: 08:00 to 14:00



Phone:

20 Seconds



Office hours:

Mon to Fri: 08:00 to 20:00
Sat: 08:00 to 14:00

LANGUAGE CONTACT

PT

E-mail Corporate

casos_corporativo@latam.com

Phone: (011) 0300 313 0950



SSC



OPERATIONAL SUPPORT - AGENCY

SERVICE DESCRIPTION

- Support for issues, rate inquiries and reissues.
- EMD Association for Seats and Luggage
- Inquiries about tariff conditions
- Support for voluntary and involuntary reissues
- Inquiries about business procedures
- Emergency group name changes within the trade window
- Involuntary Group Changes for Flight Protection
- Requests for special services such as: Unaccompanied minor (UMNR), Pet in the cabin or hold (PETC) and Special meals.

SERVICE CHANNELS AND SLA



Email:

1st Response 8H
Resolution 48H



Office hours:
24x7



Phone:

20 Seconds



Office hours:
24x7



Chat:

03 Minutes



Available en:

<https://www.latamtrade.com>
Option Operational Requests

COUNTRY LANGUAGE CONTACT

ANDINOS



BO

ES

E-mail: soporteagencias@latam.com

Phone: 800100784



CO

ES

E-mail: grp_atencionagenciasco@sac.latam.com

Phone: 0-18000 930 093



PE

ES

E-mail: grp_atencionagenciaspe@sac.latam.com

Phone: 51 2138329



EC

ES

E-mail: soporteagencias@latam.com

Phone: 1800 526 727

CONO SUR



AR

ES

E-mail: grp_atencionagenciasar@sac.latam.com

Phone: 0810-333-1526



CL

ES

E-mail: grp_atencionagenciascl@sac.latam.com

Phone: 600 526 3000



PY

ES

E-mail: soporteagencias@latam.com

Phone: 021 659 0 555



UY

ES

E-mail: soporteagencias@latam.com

Phone: 26044188

SALES SUPPORT - AGENCY

SERVICE DESCRIPTION

- ADM's via BspLink for irregularities other than the PIA
- One Deals
- Management and issuance of courtesies
- Famtour ticketing
- Support to all courtesy processes
- Private portal: Creation of new agencies and administrators of the main office
- Waivers of Commercial Exceptions (Exchanges without penalty, Exchanges not allowed, devolutions without penalty, devolutions not allowed)
- Refunds from agencies that no longer have control of the ticket and have passed control to LATAM.
- Refunds from bankrupt agencies (From agencies that lose control of the ticket and go to LATAM control)
- GDS and BSPlink refunds

SERVICE CHANNELS AND SLA



Email:

1st Response 8H
Resolution 48H



Office hours:
Mon to Fri: 09:00 to 18:00
*CL Mon to Fri: 09:00 to 19:00



Phone:

20 Seconds



Office hours:
Mon to Fri: 09:00 to 18:00
*CL Mon to Fri: 09:00 to 19:00



Chat:

03 Minutes



Available en:
<https://www.latamtrade.com>
Option Commercial Support

COUNTRY LANGUAGE CONTACT

ANDINOS		BO	ES	E-mail: soporteventas@latam.com	Phone: 59150153986
		CO	ES	E-mail : grp_soporteventasco@sac.latam.com	Phone: 018000930093
		PE	ES	E-mail : grp_soporteventaspe@sac.latam.com	Phone: 2138329
		EC	ES	E-mail: soporteventas@latam.com	Phone: 1800 526 727
CONO SUR		AR	ES	E-mail: grp_soporteventasar@sac.latam.com	Phone: 0810 333 1526
		CL	ES	E-mail: grp_soporteventascl@sac.latam.com	Phone: 600 526 3000
		PY	ES	E-mail: soporteventas@latam.com	Phone: 21 6590555
		UY	ES	E-mail: soporteventas@latam.com	Phone: 26044188

GROUPS AND CHARTERS

SERVICE DESCRIPTION

- Service for groups >= 10 Passengers, with the same origin and destination, traveling together.
- Quotes, requests and evaluations
- Issuance and changes to non-IATA agencies (groups)
- Assistance in emissions, WEB and management of changes and authorizations
- Delivery of Tour Code and BL (Authorization for released tickets)

SERVICE CHANNELS AND SLA

**Email:**

1st Response 8H
Resolution 48H



Office hours:
Mon to Fri: 09:00 to 18:00

www.serieslatam.com

Office hours:
Mon to Fri: 09:00 to 18:00

*24x7 Support by Phone and Chat
option 0 for:
- Group check-in
- Protex less 48 hours
- Name changes

**Chat:**

03 Minutes

**Available en:**

<https://www.latamtrade.com>
Option Groups and Series

COUNTRY LANGUAGE CONTACT

ANDINOS		BO	ES	E-mail: soportegrupos@latam.com
		CO	ES	E-mail : grp_ventagruposco@sac.latam.com
		PE	ES	E-mail: grp_ventagrupospe@sac.latam.com
		EC	ES	E-mail: soportegrupos@latam.com
CONO SUR		AR	ES	E-mail: grp_ventagruposar@sac.latam.com
		CL	ES	E-mail: grp_ventagruposcl@sac.latam.com
		PY	ES	E-mail: soportegrupos@latam.com
		UY	ES	E-mail: soportegrupos@latam.com

CORPORATE SSC (SUPPORT) - LATAM CORPORATE

SERVICE DESCRIPTION

- General information
- Special services requests such as: unaccompanied minor (UMNR), pet in the cabin or hold (PETC) and special meals.
- Commercial Exceptions
- Issuance and exchange of tickets
- seat assignment
- check in
- Inquiries about rates
- Involuntary changes groups for Flight Protection

SERVICE CHANNELS AND SLA

**Email:**

1st Response 8H
Resolution 48H



Office hours:
Mon to Fri: 09:00 to 18:00

**Phone:**

20 Seconds



Office hours:
Mon to Fri: 09:00 to 18:00

PAÍS IDIOMA CONTATOS

ANDINOS		CO	ES	E-mail: grp_atencionempresas@sac.latam.com	Phone: 018000948000
		PE	ES	E-mail: grp_cuentascorporativaspe@sac.latam.com	Phone: 213 8328
		EC	ES	E-mail: grp_atencionempresasec@sac.latam.com	Phone: 1 700 526267
CONO SUR		CL	ES	E-mail: grp_atencionempresas@sac.latam.com	Phone: 600 526 5000

GROUPS CORPORATE - LATAM CORPORATE

SERVICE DESCRIPTION

- Support for Groups >= 10 passengers with the same origin and destination traveling together
- Quotation, evaluations and issuance of Groups
- Reissues due to date/route and name changes
- Operational management of issuance and post-sale of Charter of Travel Agencies and Corporate direct sales

SERVICE CHANNELS AND SLA

**Email:**

1st Response 8H
Resolution 48H



Office hours:

Mon to Fri: 09:00 to 18:00

*CL Mon to Fri: 08:00 to 18:30

**Phone:**

20 Seconds



Office hours:

Mon to Fri: 09:00 to 18:00

*CL Mon to Fri: 08:00 to 18:30

COUNTRY LANGUAGE CONTACT

ANDINOS		BO	ES	E-mail: grp_gruposlatamempresas@sac.latam.com	Phone: -
		CO	ES	E-mail: grp_gruposlatamempresas@sac.latam.com	Phone: 018000948000
		PE	ES	E-mail: grp_gruposlatamempresas@sac.latam.com	Phone: 2138328
		EC	ES	Email: grp_gruposlatamempresas@sac.latam.com	Phone: 1 700 526267
CONO SUR		AR	ES	E-mail: grp_gruposlatamempresas@sac.latam.com	Phone: -
		CL	ES	Exclusive Email Bechtel: grp_soporteventas@sac.latam.com Other Companies: grp_gruposlatamempresas@sac.latam.com	Exclusive Phone Bechtel: +56 9 76147643 +56 9 81399094 +56 9 61614544 Phone Other Companies: 600 526 5000
		PY	ES	E-mail: grp_gruposlatamempresas@sac.latam.com	Phone: -
		UY	ES	E-mail: grp_gruposlatamempresas@sac.latam.com	Phone: -

CORPORATE ADMINISTRATION - LATAM CORPORATE

TIPOS DE ATENCIÓN

- Billing processes
- Cancellations of tickets within the day
- Refunds
- Assistance with miles from the Loyalty Corporate program
- Assistance with the Corporate Portal
- Assistance or UATP billing

CANALES DE ATENCIÓN Y SLA

**Correos:**

1ª Respuesta 8H
Resolución 48H



Horario de atención:
LU a VI: 09:00 a 18:00

**Phone:**

20 Segundos



Horario de atención:
LU a VI: 09:00 a 18:00

PAÍS IDIOMA CONTACTOS

ANDINOS		CO	ES	E-mail: soportelatamcorporativo@latam.com	Phone: 018000948000
		PE	ES	Exclusivo Convenio Marco: grp_conveniomarco@sac.latam.com Demais Clientes: grp_cuentascorporativaspe@sac.latam.com	Phone: 213 8328
		EC	ES	E-mail: grp_atencionempresasec@sac.latam.com	Phone: 1 700 526267
CONO SUR		CL	ES	Venta/Cambios/SSEE/Check In e otros procesos relacionados a venta grp_ventascorp@sac.latam.com Devoluciones ou cancelamentos grp_devolcorp@sac.latam.com Emissão de faturas, Detalhes de faturas, Notas de crédito, envio de pagamentos de fatura grp_facturacorp@sac.latam.com Administração de usuários, Reportes de vendas, etc. grp_atencionempresas@sac.latam.com Priorizações de casos grp_prioservicingest@sac.latam.com Congresso Chile grp_atencioncongreso@sac.latam.com	Phone: 600 526 5000



INTER



INTER

SERVICE DETAILS

OPERATIONAL SUPPORT (LANGUAGE EN/ES/PT) - AGENCY

SERVICE DESCRIPTION

- Support for issues, fare inquiries and reissues.
- EMD Association for Seats and Luggage
- Inquiries about tariff conditions
- Inquiries about commercial procedures
- Emergency group name changes within the commercial window
- Involuntary changes groups for Flight Protection
- Requests for special services such as: Unaccompanied minor (UMNR), Pet in the cabin or hold (PETC) and Special meals.

SERVICE CHANNELS AND SLA

**Email:**

1st Response 8H
Resolution 48H



Office hours:
24x7

**Phone:**

20 Seconds



Office hours:
24x7

**Chat:**

03 Minutes

**Available en:**

<https://www.latamtrade.com>
Option Operational Requests

COUNTRY LANGUAGE CONTACT

EU		DE	EN	E-mail: grp_salessupportde@sac.latam.com	Phone: 069 298 00 150
		FR	EN	E-mail: grp_salessupportfr@sac.latam.com	Phone FR: (+33) 184080261 Phone BE: (+32) 26200467 Phone Pays-Bas: (+31) 207210051 Phone LU: (+352) 27302291
		IT	EN	E-mail: grp_salessupportit@sac.latam.com	Phone: 390282954229
		ES	ES	E-mail: grp_soporteoperacionales@sac.latam.com	Phone: 915 947 650 - 902 00 66 00
		PT	ES e PT	E-mail: informacoes.agencias@latam.com	Phone: 351210201957
OC		UK	EN	E-mail: agencysupport@latam.com	Phone: +44 2045252364
		AU	EN	E-mail: grp_operationalsupportoc@sac.latam.com	Phone: (800) 526-4246
		NZ	EN	E-mail: grp_operationalsupportoc@sac.latam.com	Phone: 0800 700 647
US		CA	EN	E-mail: grp_operationalsupportna@sac.latam.com	Phone: 800 526 4246
		MX	ES e EN	E-mail: grp_operationalsupportna@sac.latam.com	Phone: 55 57 86 61 35
		US	ES, EN e PT	E-mail: grp_operationalsupportna@sac.latam.com	Phone: (800) 526-4246

INTER

SERVICE DETAILS

OPERATIONAL SUPPORT (LANGUAGE DE, IT E FR) - AGENCY

SERVICE DESCRIPTION

- Advice for reissues - Check rates and reissues.
- EMD Association - Seats and Cases Association
- Inquiries about rates
- Inquiries about commercial procedures
- Involuntary changes and protections
- Requests for special services such as: Unaccompanied minor (UMNR), Pet in the cabin or hold (PETC) and Special meals.

SERVICE CHANNELS AND SLA

**Email:**

1st Response 8H
Resolution 48H



Office hours:
Mon to Fri: 09:00 to 18:00

**Phone:**

20 Seconds



Office hours:
Mon to Fri: 09:00 to 18:00

**Chat:**

03 Minutes

**Available en:**

<https://www.latamtrade.com>
Option Operacional Requests

COUNTRY LANGUAGE CONTACT

EU		DE	DE	E-mail: grp_operationalsupportde@sac.latam.com	Phone: 069 298 00 150
		FR	FR	E-mail: grp_operationalsupportfr@sac.latam.com	Phone FR: (+33) 184080261 Phone BE: (+32) 26200467 Phone Pays-Bas: (+31) 207210051 Phone LU: (+352) 27302291
		IT	IT	E-mail: grp_operationalsupportit@sac.latam.com	Phone: 390282954229

INTER

SERVICE DETAILS

SALES SUPPORT INTER EU/OC - AGENCY

SERVICE DESCRIPTION

- Clarification of answers made by Latam
- Discounts related to the Farematch tool
- Management and issuance of courtesies
- Famtour management and issuance
- Questions about the courtesy process
- Clarification of JAL requests
- Private portal - Admin user creation
- One Deals
- Commercial Waiver
- Refunds

SERVICE CHANNELS AND SLA

**Email:**

1st Response 8H
Resolution 48H

Office hours:
Mon to Fri: 09:00 to 18:00

**Phone:**

20 Seconds

Office hours:
Mon to Fri: 09:00 to 18:00

**Chat:**

03 Minutes

Available en:
<https://www.latamtrade.com>
Option Commercial Support

COUNTRY LANGUAGE CONTACT

EU		DE	DE	E-mail: grp_salesupportde@sac.latam.com	Phone: 069 298 00 150
		ES	ES	E-mail: grp_soporteagencias@sac.latam.com	Phone: 915 947 650 - 902 00 66 00
		FR	FR	E-mail: grp_salesupportfr@sac.latam.com	Phone FR: (+33) 184080261 Phone BE: (+32) 26200467 Phone Pays-Bas: (+31) 207210051 Phone LU: (+352) 27302291
		IT	IT	E-mail: grp_salesupportit@sac.latam.com	Phone: 390282954229
		PT	PT	E-mail: grp_soporteagencias@sac.latam.com	Phone: 351210201957
		UK	EN	E-mail: agencysupport@latam.com	Phone: +44 2045252364
OC		AU	EN	E-mail: agencysupport@latam.com	Phone: 1800316618
		NZ	EN	E-mail: agencysupport@latam.com	Phone: 800854864

INTER

SERVICE DETAILS

SALES SUPPORT INTER NA - AGENCY

SERVICE DESCRIPTION

- Support with Debit Memos disputes
- Pre-sale waivers, through the latamtrade portal (ADVP/Fare diff)
- Management and issuance of courtesies/ADs/Award Letter
- Management and issuance of Famtours
- Private portal - user creation
- One Deal
- Returns

SERVICE CHANNELS AND SLA

**Email:**

1st Response 8H
Resolution 48H



Office hours:
Mon to Fri: 09:00 to 17:30

**Phone:**

20 Seconds



Office hours:
Mon to Fri: 09:00 to 17:30

**Chat:**

03 Minutes

**Available en:**

<https://www.latamtrade.com>
Option Commercial Support

COUNTRY LANGUAGE CONTACT

US



CA

EN

E-mail: grp_salesupportna@sac.latam.com

Phone: (800) 526-4246



AM CEN

ES

E-mail: grp_salesupportna@sac.latam.com

Phone: 5557866135



MX

ES

E-mail: grp_salesupportna@sac.latam.com

Phone: 5557866135



US

ES, EN, PT

E-mail: grp_salesupportna@sac.latam.com

Phone: (800) 526-4246

INTER

SERVICE DETAILS

GROUPS INTER EU/OC - AGENCY

SERVICE DESCRIPTION

- Reservations for groups of at least 10 Passengers with the same date, origin and destination
- Reservations for Series (Mesa and Ah-hoc Series).
- Flight requests via LATAM's groups website.
- Modifications of dates and flights in groups/series already confirmed.
- Contract submission and web updates (cancellations, reductions, issues and penalties)
- Issuances of groups of agencies No IATA.
- Issuance of ADMS for penalties in groups/series
- Management and issuance of FAMTOURS.
- Requests for additional passengers or splits due to change of date or cabin
- Deliveries of boxes by expedition

SERVICE CHANNELS AND SLA

**Email:**

1st Response 8H
Resolution 48H



Office hours:
Mon to Fri: 09:00 to 18:00

www.serieslatam.com

Office hours:
Mon to Fri: 09:00 to 18:00

*24x7 support by Phone and Chat
(option 0) for:
- Group check-in
- Protex less 48 hours
- Name changes

**Chat:**

03 Minutes

**Available at:**

<https://www.latamtrade.com>
Option Groups and Series

COUNTRY LANGUAGE CONTACT

EU		DE	DE	E-mail: grp_groupdeskde@sac.latam.com
		ES	ES	E-mail: grp_groupdeskes@sac.latam.com
		FR	FR	E-mail: grp_groupdeskfr@sac.latam.com
		IT	IT	E-mail: grp_groupdeskit@sac.latam.com
		PT	PT	E-mail: grp_groupdeskes@sac.latam.com
		UK	EN	E-mail: groupsupport@latam.com
OC		AU	EN	E-mail: grp_groupdeskoc@sac.latam.com
		NZ	EN	E-mail: grp_groupdeskoc@sac.latam.com

INTER

SERVICE DETAILS

GROUPS INTER NA

SERVICE DESCRIPTION

- Service for groups ≥ 10 Passengers (corporate or tourism) with the same origin and destination, traveling together.
- Series Mesa ≥ 10 Passengers, tourism, for departures that are repeated throughout the year, advance negotiation in semi-annual negotiation with RM.
- AD HOC Series ≥ 10 Passageiros, (tourism) additional requests outside the semi-annual negotiation.

SERVICE CHANNELS AND SLA

**Email:**

1st Response 8H
Resolution 48H



Office hours:
Mon to Fri: 09:00 to 17:30

www.serieslatam.com



Office hours:
Mon to Fri: 09:00 to 17:30

**Chat:**

03 Minutes

**Available en:**

<https://www.latamtrade.com>
Option Groups and Series

COUNTRY LANGUAGE CONTACT

US



CA

EN

E-mail: grp_groupdeskna@sac.latam.com



AM CEN

ES

E-mail: grp_groupdeskna@sac.latam.com



MX

ES

E-mail: grp_groupdeskna@sac.latam.com



US

ES, EN, PT

E-mail: grp_groupdeskna@sac.latam.com

INTER

SERVICE DETAILS

CHARTER INTER EU/OC - AGENCY

SERVICE DESCRIPTION

- PNR's creation
- Invoice sending
- Name Uploads and Special Service Requests
- Ticket Master Issuance
- Dispatch of manifests to the airports involved
- Charter Payment Deliveries

SERVICE CHANNELS AND SLA

**Email:**

1st Response 8H
Resolution 48H



Office hours:
Mon to Fri: 09:00 to 18:00

www.serieslatam.com

Office hours:
Mon to Fri: 09:00 to 18:00

*24x7 Support by Phone and Chat
(option 0) for:
- Group check-in
- Protection less than 48 hours
- Name change

**Chat:**

03 Minutes

**Available at:**

<https://www.latamtrade.com>
Option Groups and Series

COUNTRY LANGUAGE CONTACT

EU

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