

# INFORMATION FOR TRAVEL AGENCIES ABOUT THE AVAILABLE INVENTORY OF LATAM AIRLINES (“LATAM”) AS OF MARCH 1st 2021

As of March 1st, 2021, and subject to the decision of the New York court, LATAM inventory will not be available in Amadeus GDS.

Any ticket that has been fully used until February 28th, 2021 will not be impacted by this change.

## Sales as of March 1st, 2021

To continue with access to the LATAM inventory these are the following alternatives: (1) e-LATAM, (2) NDC LATAM and (3) alternative GDS. Please contact your LATAM Sales Executive to confirm the availability in your country and the procedure for the first two alternatives and contact the GDS of your choice for option (3). More information in the “Sales” section below.

## Tickets issued in Amadeus GDS with travel date after February 28th, 2021

Before March 1st, 2021, the agency must insert the contact information into the reservation to ensure that all notifications reach the travel agency or passengers. We recommend migrating all the reservations and tickets to another distribution system. Any questions regarding the servicing of the tickets issued please check the “servicing” section below.

## Reservations not issued in Amadeus GDS

All reservations must be issued before March 1st, 2021 or they should migrate to another system. Reservations with travel dates after February 28th, 2021 can no longer be issued in Amadeus GDS. More information in the “servicing” section.

## SALE

### 1. What alternatives do agencies have that do not have any other GDS and want to continue selling with LATAM?

As an alternative to connecting to other GDS, agencies in Peru, Chile, Brazil and Colombia can sell through the direct connection platform, eLATAM. The Chilean and Colombian agencies have an NDC connection available through an API. The main European markets and Peru will have the APIs available in the coming weeks and for the others countries will have it in the next months.

eLATAM is a graphical interface with the Edifact language, where you can perform almost all the operations that can be performed in a GDS. LATAM's inventory is available, plus its codeshare and interline agreements (in case the dominant section is operated by LATAM).

NDC is a new communication standard available in API format (and soon with an Portal Web) that currently has basic sales functionalities. During the coming months, new functionalities will be added based on the continuous review with the agencies.

Contact your Sales Executive if you have any interest to connect in any of these platforms or send an email to [grp\\_salesconnections@latam.com](mailto:grp_salesconnections@latam.com).

Other countries: Our direct connection eLATAM is available in other countries to create reservations that can later be issued through an assisted LATAM channel. Contact your Sales Executive for more information if you have any interest and we will send to you the information during the next days.

### 2. What happens to private fares in Amadeus, how can I access them from March 1, 2021?

The commercial conditions agreed as private fares will apply regardless of the distribution system used. To avoid any inconvenience, we request that you inform your alternative LATAM PCC/OAC to your Sales Executive to ensure the availability of the conditions as of March 1st, 2021.

### 3. How can I continue to sell LATAM if I am a corporate customer and have an agreement with Amadeus?

What you should do is notify your Account Executive and contact your travel agency to evaluate the use of another system.

### 4. What do I need to do to connect to eLATAM?

Contact your LATAM Sales Executive about the procedure to follow.

The only requirements for download are to have a PC (Windows OS) with an internet connection, and a personalized email with a corporate domain (example: [juan@agencia.com](mailto:juan@agencia.com)). Hotmail, gmail, or email's such as [sales@agencia.com](mailto:sales@agencia.com) or [reservas@agencia.com](mailto:reservas@agencia.com) are not valid.

### 5. What do I need to do to connect to NDC LATAM?

Get in touch with your Sales Executive and they will indicate the procedure to follow.

To connect to the API, a sandbox and a development portal are already available with all the information on the services and examples.

## SERVICING

### 6. Is it possible to migrate data (tickets and bookings made in Amadeus) to another GDS and / or eLATAM?

Yes, it is possible to migrate these to another GDS or eLATAM. For this, it is necessary that you contact the GDS that you want to migrate the active PNRs to, so they can indicate the procedure to follow. To make the migration to eLATAM, contact your LATAM Sales Executive and we will send you the corresponding information.

### 7. What will happen to active PNRs from March 1 that have not been issued?

If the data was migrated to another GDS, the active PNR can be issued through said GDS. Note that the PNR must remain active for this.

In case the data is not migrated to another GDS, it will be necessary to contact LATAM agencies support to issue the ticket after March 1st.

### 8. Can I make an exchange, reissue or refund of a ticket (individual or group) issued in Amadeus from March 1 that is issued on LATAM's plate?

If the PNRs were migrated to the same IATA used for the original ticket issued, you can exchange, reissue or refund the ticket through the GDS. In case of any problems, please contact your GDS about the procedure to follow.

If the data was not migrated to another GDS, any modification to the ticket or reservation from March 1st, 2021 must be made directly by LATAM agencies support.

There will be no service fee for the agency for this service.

### 9. Can I make an exchange, reissue or refund of a ticket (individual or group) issued in Amadeus from March 1 that is issued on a plate of another airline?

If you have a ticket issued with a plate from another airline, you must contact the other airline to exchange, reissue or refund the ticket.

### 10. What happens if I make changes to the PNR with a ticket issued after March 1, 2021 in Amadeus?

The change will not be reflected. If you want to make a change, you must do it directly in the GDS to which you migrated the data.

If the data was not migrated, it is necessary to contact LATAM Sales Support to make any changes.

### 11. If I want to refund a ticket issued in Amadeus, what should I do?

To refund a ticket that was issued in Amadeus and was not migrated to another GDS, the refund can be made directly through the BSP or ARC as corresponds.

### 12. If I want to refund a ticket that had already been modified by LATAM previously, what should I do?

In this case, you must contact LATAM agencies support to request the refund of the ticket.

### 13. If I migrate to another GDS, in case of an involuntary change, will the notifications reach the queue of the GDS to which the information was migrated?

Yes, once the information is migrated, all notifications will reach the GDS to which the data was migrated.

### 14. Can SSR be requested in reservations after March 1, 2021?

Yes, once the information is migrated, you can request an SSR through the GDS to which the data was migrated.

If the data was not migrated to another GDS, it can only be done through LATAM agencies support, not directly through the GDS.

### 15. What happens to the blocked Negospace for 2021 that are already in the inventory and with a signed contract?

If you have Negos in Amadeus, contact your Sales Executive, so that they can be migrated to another GDS or eLATAM according to your preference.

### 16. What will the Sales Support operating hours be?

We will maintain our Sales Support service hours currently offered in your country. For cases outside of our regular business hours, passengers can call our Contact Center. Click here for our worldwide Contact Center phone numbers.

### 17. If a travel agency requests changes or reissues from LATAM's Sales Support, will the agency's special conditions be available? (e.g. private fares)

Yes, Our Sales Support team will respect all conditions agencies had and/or currently have.

### 18. When issuing or reissuing a ticket through LATAM's Sales Support, what forms of payment will the agency have available?

Initially, payments must be done via bank transfer. We are working to enable credit card payment soon. We will inform you as soon as it is available.

### 19. Which Sales Support option will handle previously-issued Amadeus ticket reissues or refunds from March 1, 2021?

For reissues or refunds, agencies must use Option 1. For US option 2.

### 20. When migrating active reservations from Amadeus to another GDS or eLATAM, will the associated ancillaries be migrated as well?

Yes, the associated ancillaries are included when migrating reservations.

### 21. What happens if an ancillary is dissociated from the ticket when migrating reservations to another GDS?

If an ancillary was dissociated from the ticket, you should contact the LATAM Sales Support Team. Rest assured that the original price of the ancillary will be respected.

### 22. Is it possible to migrate active reservations from Amadeus to another GDS or eLATAM, if the destination IATA is different from the original Amadeus IATA?

Yes, the migration to a different IATA can be done. However, it will only allow you to receive information on involuntary changes and to make changes to the reservation. You will not be able to reissue the ticket. To do so, you must contact LATAM agencies support.

If migrating to eLATAM, you will not receive notifications of involuntary changes through the queue but only via e-mail. However, you can make changes to the reservation and issue the ticket as long as the destination IATA belongs to the same agency group as the IATA originally used.

### 23. Can the active reservation migration be done after March 1st?

Yes, the migration can be done but any involuntary changes that happen after February 28 will not be reflected in the reservation.

### 24. Instead of the travel agency merging the reservations, could the travel agency claim the file directly from its original GDS to the new GDS?

No, the claim between GDS's is not possible. In this case, you must perform a “data merge” of the reservations; in order to have control of them in the new GDS.

To do so, please contact your Amadeus help desk.

### 25. Will the reservations whose first issue is made through LATAM agencies support will be commissionable?

Yes, these reservations will be commissionable for the agency that created the reservation.