

# **INFORMATION FOR AGENCIES ABOUT INVENTORY AVAILABLE FROM LATAM AIRLINES (“LATAM”) FROM MARCH 12, 2021**

## **SALES**

### **1. When will the inventory become available again in Amadeus?**

As of March 12, 2021, LATAM inventory is once again available in Amadeus GDS.

### **2. For reservations that are still active in Amadeus and were not migrated to another distribution system, what will the process be?**

For those reservations that were originally created in Amadeus, and were not migrated to another GDS or eLATAM, they can still be worked on in Amadeus.

### **3. What happens with the individual reservations that were migrated to another GDS, is it possible to migrate the reservations back to Amadeus GDS?**

The reservations can still work on GDS that have been migrated. The migration back to Amadeus is not recommended because dupes and synchronization problems may appear.

### **4. Can the migration process to another GDS be interrupted if I already have a confirmation date for the migration?**

Yes, you can request the cancellation of the migration process, you need to contact Amadeus and the GDS to which reservations are being migrated.

### **5. What happens if the reservations were migrated to eLATAM? Can they be migrated back to Amadeus GDS?**

No, the reservations already migrated to eLATAM; it is not possible to migrate back to Amadeus GDS.

### **6. Do I need to update my corporate agreements or private fares to make them available again in Amadeus GDS?**

No, it is not necessary to update corporate agreements or private fares. In the case of any problems, you should contact your Sales Executive or LATAM Sales Support Team.

### **7. What should I do if I have a problem with a reservation that has been migrated to another system?**

If you experience a problem with a migrated reservation, you should contact your GDS Help desk. If the problem persists, contact the LATAM Sales Support Team.

### **8. How can I request a refund of a ticket already issued or exchanged by LATAM?**

The refund must be requested directly with LATAM Airlines.

### **9. Can changes be made to tickets that have been reissued by LATAM?**

New change requests for tickets already reissued by LATAM Airlines must be sent to LATAM Sales Support Team.

### **10. Are group reservations in Amadeus for which a claim has been made continue working normally?**

Yes, you should be able to continue working in the group reservation. If you have any problem, contact our LATAM Sales Support.

### **11. For group reservations where the PNR is already claimed in another GDS, can I claim the PNR again in Amadeus GDS?**

Yes, you can claim the group reservation in Amadeus GDS.

### **12. If the Negospaces have already been canceled or transferred to another GDS, is there a way to return them to AMADEUS?**

Yes, you have to request the transfer or cancellation to our LATAM Sales Support Team.