

# Groups' web

User's manual

IATA Agencies

Global Sales Support 2024<sub>1</sub>

# Welcome!

**Hello!**

We present to you the new, clearer and more objective version of the LATAM groups website.

Through this portal, you can request your groups directly from us in an organized manner and have easier control of your groups. In addition, you will be able to manage bookings, as we will show in the next steps.

**Come in and discover it!**

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Go to:

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

  
English

Login

[Forgot my Password](#)

- Choose the language according to your need;
- The username was sent to your email when you registered on the platform. It is not your email address;
- To reset your password, click on “I forgot my password”. A new password will be sent to your email;
- First time on the web? Request the creation of a user in “Don't have access yet? Request it here!” See how to do it on the next page."

Choose your country

Country of Agency  
ALBANIA

Enter the agency's IATA number, with a dash before the last character

IATA 0000000-0

Indicate if the agency has an issuing plate and GDS

☐ I have Latam plate enabled?

☐ Does your agency have GDS to issue?

Enter the name of the agency

Enter your name and surname

Agency

Name and surname

Insert your email

Review the entered information and click on "Request"

Email

Request

Attention to the fields of the agency's characteristics!



It will not be possible to change the registration after it has been created.

The agency's IATA must be active along with BSP or ARC. Enter the correct number with a hyphen before the last character.

Does the agency have an active issuance plate with LATAM?

IATA 0000000-0

☐ I have Latam plate enabled?

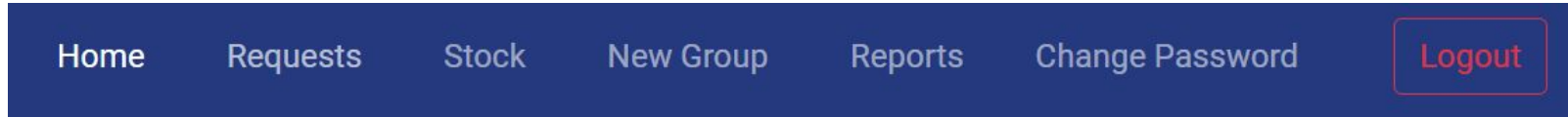
☐ Does your agency have GDS to issue?

Does the agency have a system to claim the reservation and issue?

The username and password will be sent to your email within 24 business hours. You can change the password in the top menu of the main page.

# Top menu

See the content of the options presented by the top menu:

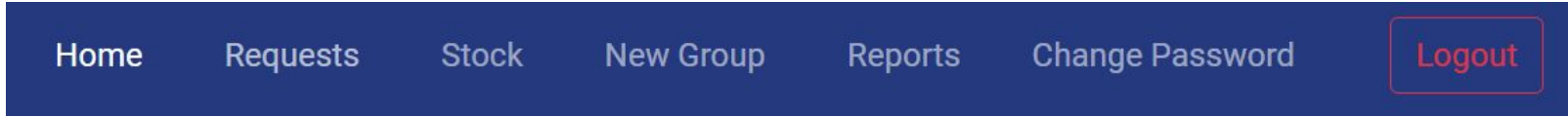


**Home:** Presents summary information of active groups;

**Requests:** Shows requests already made and their status;

**Stock:** It displays complete information on all approved groups, as well as possibilities for managing them;

# Top menu



**New Group:** Allows the request of new groups;

**Reports:** Generates the download of group information in Excel format;

**Change Password:** enables password modification;

**Logout:** Log out of that user on the platform.

# Home

## Pending confirmation

You do not have PNRs pending confirmation

## Possible to be penalized

You do not have groups that are going to penalize in less than 3 days

## Claim

You do not have PNRs pending to make a claim

## Pending issues

You do not have PNRs with a nearby emission TL

In the Home menu, you see the boxes with the most important alerts about the groups that are pending action or that require special attention at that moment. Whenever you enter the website, pay special attention!

Understand the contents of each box on the following pages.

# Home

## Pending confirmation

You do not have PNRs pending confirmation

## Possible to be penalized

You do not have groups that are going to penalize in less than 3 days

## Claim

You do not have PNRs pending to make a claim

## Pending issues

You do not have PNRs with a nearby emission TL

**Pending confirmation:** Listed groups pending acceptance;

**Possible to be penalized:** Groups that are going to enter the penalty period in the next 3 days or are already in the penalty period. This allows you to carry out better management and avoid forgetfulness that could incur penalties;

# Home

## Pending confirmation

You do not have PNRs pending confirmation

## Possible to be penalized

You do not have groups that are going to penalize in less than 3 days

## Claim

You do not have PNRs pending to make a claim

## Pending issues

You do not have PNRs with a nearby emission TL

**Claim:** Groups that will soon move to HK status and will be available for claim. Once in HK, you can manage in your GDS, even see if there are schedule changes in the queue;

**Pending issues:** Groups ready for ticketing or close to the ticketing deadline.

# Requests

Group Name	PNR	PNR Code	Departure	Flight	Request	Request	Status	Stock status	Remarks
TESTEMANUAL	CTHUNB	218503	3/5/2025	LA2691	AddPax	10/9/2024	Refused		There is no available seats in LA2166 LIMCUZ
TESTEMANUAL	CTHUNB	218503	3/5/2025	LA2691	AddPax	10/9/2024	Approved		
TESTEMANUAL	CTHUNB	218503	3/5/2025	LA2691	AddPax	9/5/2024	Approved		
<u>TESTEMANUAL</u>		218503	3/5/2025	LA2691	New Group	9/3/2024	Approved	confirmed	
<u>TESTEAUG</u>		208664	1/10/2025	LA2017	New Group	7/24/2024	Approved	canceled	
<u>TESTJUL</u>		208633	1/5/2025	LA2340	New Group	7/24/2024	Approved	quotation canceled	
<u>TREINJU</u>		198213	3/10/2025	LA2009	New Group	6/12/2024	Approved	quotation canceled	

You can review the status of your request in “Status”, according to the terms below:

**Approved:** The request made has been approved by LATAM. By clicking on the word Approved you will be directed directly to the inventory where you can view all the group information;

**Refused:** The request has been rejected by LATAM, in the comments field you can review the reason;

**Pending:** Your application is pending review by LATAM.

Group Name	PNR	PNR Code	Departure	Flight	Request	Request	Status	Stock status	Remarks
TESTEMANUAL	CTHUNB	218503	3/5/2025	LA2691	AddPax	10/9/2024	Refused		There is no available seats in LA2166 LIMCUZ
TESTEMANUAL	CTHUNB	218503	3/5/2025	LA2691	AddPax	10/9/2024	Approved		
TESTEMANUAL	CTHUNB	218503	3/5/2025	LA2691	AddPax	9/5/2024	Approved		
<u>TESTEMANUAL</u>		218503	3/5/2025	LA2691	New Group	9/3/2024	Approved	confirmed	
<u>TESTEAUG</u>		208664	1/10/2025	LA2017	New Group	7/24/2024	Approved	canceled	
<u>TESTJUL</u>		208633	1/5/2025	LA2340	New Group	7/24/2024	Approved	quotation canceled	
<u>TRINJU</u>		198213	3/10/2025	LA2009	New Group	6/12/2024	Approved	quotation canceled	

The “Remarks” field indicates the status of the group, according to the terms below:

**Quoted:** Your group request was approved by LATAM and is waiting for the contract to be signed by which the conditions are accepted;

**Quotation canceled:** The group was not confirmed by the agency within the deadline and is cancelled;

**Confirmed:** The group has a contract confirmed by the agency;

**Canceled:** The departure was canceled by the agency;

**Issued:** The group has already been issued.

# Requests

Group Name	PNR	PNR Code	Departure	Flight	Request	Request	Status	Stock status	Remarks
TESTEMANUAL	CTHUNB	218503	3/5/2025	LA2691	AddPax	10/9/2024	Refused		There is no available seats in LA2166 LIMCUZ
TESTEMANUAL	CTHUNB	218503	3/5/2025	LA2691	AddPax	10/9/2024	Approved		
TESTEMANUAL	CTHUNB	218503	3/5/2025	LA2691	AddPax	9/5/2024	Approved		
<u>TESTEMANUAL</u>		218503	3/5/2025	LA2691	New Group	9/3/2024	Approved	confirmed	
<u>TESTEAUG</u>		208664	1/10/2025	LA2017	New Group	7/24/2024	Approved	canceled	
<u>TESTJUL</u>		208633	1/5/2025	LA2340	New Group	7/24/2024	Approved	quotation canceled	
<u>TREINJU</u>		198213	3/10/2025	LA2009	New Group	6/12/2024	Approved	quotation canceled	

Group Name	PNR	PNR Code	Departure	Flight	Request	Request	Status	Stock status	Remarks
------------	-----	----------	-----------	--------	---------	---------	--------	--------------	---------

Requests for reduction, cancellation, modification, and others generate pending requests in the “Requests” section. From that page, you can check the status of the requests:

**Status:** Indicates the status of that request as pending, approved or rejected;

**Stock status:** Presents the status of the indicated group.

# Stock

Group Name	Agent	PNR	Departure			Status	
<input type="text"/>	<input type="text" value="v"/>	<input type="text"/>	<input type="text" value="Day"/>	<input data-cs="2" data-kind="parent" type="text" value="Month"/> <input type="text" value="v"/>	<input type="text" value="Year"/>	<input type="text" value="v"/>	
<input type="button" value="Search"/>							

In the stock management module, you can access all the groups that you have with LATAM. To do this you will have the possibility of searching by name, PNR, date (day, month, or year) and also by the status of the group.

Remember that the stock does not show requests, only groups that LATAM approved and that can be found in the following statuses: quoted, quoted canceled, confirmed, canceled or issued.

# Reports

Data table
Penalties
Download user manual

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:** Present all the relevant information about your groups;

**Penalties:** Shows groups in which a reduction or cancellation has generated penalties.



# NEW GROUP

IATA *	Agency	Group Name *	Seats *	Tour Conductor (16pax)
<input type="text" value="0000000-0"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>
Agent Name *	Agent e-mail *		Agent Phone Number	
<input type="text" value="MARIA ANDRADE"/>	<input type="text" value="maria.jose@latam.com"/>		<input type="text"/>	
<input type="button" value="Next"/>				

In the top menu, you must click on “New Group” and fill out the information according to the instructions:

**IATA:** When entering your IATA, the agency name, your name, and your email will be completed. The IATA number must be entered with a hyphen before the last character. Example:1111111-1;

**Group Name:** The group name should not have a space between the letters. It must not include numbers or the word “group”, and it cannot exceed 21 characters.

Example: VACATIONCUNII

IATA *	Agency	Group Name *	Seats *	Tour Conductor (16pax)
<input type="text" value="0000000-0"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="0"/>	<input type="checkbox"/>
Agent Name *	Agent e-mail *		Agent Phone Number	
<input type="text" value="MARIA ANDRADE"/>	<input type="text" value="maria.jose@latam.com"/>		<input type="text"/>	
<input type="button" value="Next"/>				

**Seats:** Enter the number of desired passengers. Only numbers between 10 and 99 are accepted;

**Tour conductor:** If you want to include a free **tour conductor**, you must click the box. Only groups with 16 passengers or more are entitled to this;

**Agent phone number:** It is an optional field.

Click on “Next” to follow the request.

Add new flights

Departure Date \*  
dd/mm/aaaa



Route (airports) \*

Search

Feeder/Offline request

In the "Add new flights" field, you can search for the desired flights.

**Departure Date:** Enter the flight date in the format dd/mm/yyyy;

**Route (airports):** Enter the origin and destination airport codes, using 3-letter codes, without spaces or symbols. Examples: LIMCUZ (Lima-Cusco), SCLGRU (Santiago-São Paulo). Origins or destinations such as BUE, RIO, or NYC will not be accepted.

The route must be entered flight by flight. That is, if the route is Miami-Cusco, you must first request MIALIM (Miami-Lima) and as a second flight LIMCUZ (Lima-Cusco).

Click on "Search".

### Add new flights

Departure Date \*  
18/10/2024



Route (airports) \*  
LIMCUZ

Search

Flight Number	Departure Time	Arrival Time	Estimated availability	Choose
LA2041	04:40:00	06:05:00	✓	<input type="radio"/>
LA2340	05:35:00	06:55:00	✓	<input type="radio"/>
LA2011	06:05:00	07:25:00	✓	<input type="radio"/>
LA2013	09:10:00	10:35:00	●	<input type="radio"/>
LA2188	09:40:00	11:05:00	✓	<input checked="" type="radio"/>
LA2192	09:45:00	11:10:00	●	<input type="radio"/>
LA2295	09:55:00	11:20:00	●	<input type="radio"/>
LA2071	10:30:00	12:00:00	●	<input type="radio"/>



✗ On this flight the availability is less than requested, but you can choose it and we will offer you the maximum spaces available.

● On this flight we estimate that there is availability for your group.

✓ This flight has high availability for your group.

Add



The web presents the available flights on the requested date and route. The lights indicate availability according to the classification below:

**Red:** flight with a restricted number of seats;

**Yellow:** there is estimated availability for your group;

**Green:** flight with high availability for confirmation.

Add new flights

Departure Date \*  
12/10/2024

Route (airports) \*  
LIMCUZ

Search

**ATTENTION**

No flights have been found or it is not possible to confirm groups on the flight you are requesting



If the above message is displayed, it means there are no available seats for groups on that date and route, or that route is not operated by LATAM. Group seat availability is limited, so it is possible that there are seats available in your GDS or on latamairlines.com, but not on the group web tool.

Add new flights

Departure Date \*  
03/03/2025

Route (airports) \*  
JFKLIM

Search

Flight Number	Departure Time	Arrival Time	Estimated availability	Choose
LA2469	22:50:00	06:55:00		

On this flight the availability is less than requested, but you can choose it and we will offer you the maximum spaces available.

On this flight we estimate that there is availability for your group.

This flight has high availability for your group.

Add

Check the availability and schedules of the presented flights.  
Click on 'Choose' close to the desired flight and then on 'Add'.

The 'Added flight leg' message confirms that the flight has been entered. You can review the chosen flight just below.

**ADDED FLIGHT LEG**✕  
Search for another leg and click on Request

Type	Departure Date	Departure Time	Arrival Time	Flight Number	Route	Delete
LONG HAUL IDA	03/03/2025	22:50	06:55	LA2469	JFKLIM	<a href="#">Delete</a>
<div>Request</div>						

Routes are defined as LH and SH. Long Haul (LH) are flights between different geographical zones, for example, from America to Oceania. Meanwhile, Short Haul (SH) are flights within the same geographical zone, such as within South America.

**Only two LH (Long Haul) segments are allowed per group, round trip. If you need additional LH segments, you must create a new group.**

### Add new flights

Departure Date \*  
31/03/2025

Route (airports) \*  
LIMGRU

Search

Flight Number	Departure Time	Arrival Time	Estimated availability	Choose
LA8005	00:15:00	07:10:00		<input checked="" type="radio"/>
LA8040	09:20:00	16:20:00		<input type="radio"/>
LA8099	13:15:00	20:15:00		<input type="radio"/>

- On this flight the availability is less than requested, but you can choose it and we will offer you the maximum spaces available.
- On this flight we estimate that there is availability for your group.
- This flight has high availability for your group.

Add

To request the second flight, start the process again. Enter the flight details, click on 'Choose' and then on 'Add'. This process must be repeated for each flight you want to request.

Type	Departure Date	Departure Time	Arrival Time	Flight Number	Route	Delete
LONG HAUL IDA	03/03/2025	22:50	06:55	LA2469	JFKLIM	<a href="#">Delete</a>
LONG HAUL REGRESO	06/04/2025	00:05	09:05	LA2468	LIMJFK	<a href="#">Delete</a>
REG	31/03/2025	00:15	07:10	LA8005	LIMGRU	<a href="#">Delete</a>
REG	05/04/2025	19:30	23:00	LA8039	GRULIM	<a href="#">Delete</a>

Request

After entering all the flights, check if they are correct and have the necessary connection time (if applicable). If there is any error, you can delete the segment using the 'Delete' button. If everything is correct, click on 'Request'.

Rules	Light	Plus	Full
Carry-on baggage	Available	Available	Available
Baggage 23Kg	Extra cost	1 PC	1 PC
Seat	Extra cost	Available	Available
Changes	Fare regulation	Fare regulation	Fare regulation
Refund	Not allowed	Not allowed	Not allowed

Brand \*

Request

It will not be possible to change the brand after the group is approved!

On that page, you can choose the desired brand. Review the characteristics of each brand in the table and press the arrow.

Brand \*

- Light
- Plus
- Full

Select Brand

Request

You will see the options; click on the chosen brand and then on 'Request'.



# FEEDER NEW GROUP

## Add new flights

Departure Date \*  
dd/mm/yyyy



Route (airports) \*

Search

Feeder/Offline request



In the “Add new flights” section, click on “Request Feeder/Offline”. The following fields will appear:

Feeder/Offline request

Type	Departure Date	Flight Number	Route (airports)
Outbound	<input type="text" value="dd/mm/yyyy"/>	<input type="text"/>	<input type="text"/>
Inbound	<input type="text" value="dd/mm/yyyy"/>	<input type="text"/>	<input type="text"/>

Add



You must enter the flight details operated by the other airline. Only pure flights operated by the indicated airline are accepted, not code-share flights. In "Flight Number", insert the two letters of the airline code and the flight number. Example: DL2836. In "Route", enter the origin and destination in 6 letters. Example: ATLMA.

## ADDED FEEDER



Find another flight leg and click on Request

A green box will appear indicating that the FEEDER flights were successfully requested.

Type	Departure Date	Departure Time	Arrival Time	Flight Number	Route	Delete
FEEDER IDA	20/02/2025			DL2836	ATLMIA	<a href="#">Delete</a>
FEEDER REGRESO	25/02/2025			DL1249	MIAATL	<a href="#">Delete</a>
LONG HAUL IDA	20/02/2025	00:10	05:55	LA2693	MIALIM	<a href="#">Delete</a>
LONG HAUL REGRESO	25/02/2025	00:20	06:20	LA2480	LIMMIA	<a href="#">Delete</a>

Review the added flights and click on "Request". The next steps for group creation are the same as described in the "New Group" chapter on page 17.

The background is a solid dark blue. On the left side, there are three overlapping, slanted rectangular bars in a lighter shade of blue. On the right side, there is a faint, light blue outline of the continent of South America, filled with a fine, diagonal hatching pattern.

# CONTRACT

Group Name	PNR	PNR Code	Departure	Flight	Request	Request	Status	Stock status	Remarks
<a href="#">TEST</a>		226747	8/20/2025	LA2320	New Group	10/9/2024	<a href="#">Approved</a>	quoted	
TESTEMANUAL	AHOZRZ	215614	11/15/2024	LA2009	AddPax	9/6/2024	<a href="#">Approved</a>		

To review the quote conditions, click on "Requests" and then on "Approved". The group details will be displayed along with the approval menu at the top of the page.

[Display](#) [Check conditions and Confirm](#) [Decline](#)

GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent	T.Conductor
214552	TEST	10/0	DOM	ITUSGTES214552	SH	Carolina Simao De Olive	<input type="checkbox"/>
Penalty	ADM	Waiver	Deposit	Currency			
0	0	0	0	USD			

By clicking on "Check Conditions and Confirm", the group contract will be presented on the left side of the page. To read all the conditions, scroll down to the end of the text.

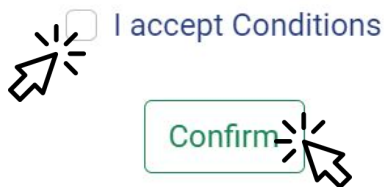
#### LATAM GROUP CONTRACT

ID code: 214552		Group name: TEST	
Number of PAX: 10		Rate per PAX (without taxes): 220	Total USD (without taxes): 2200
Farebasis: V04KD5ZV N00KDWZV		Tourcode: ITUSGTES214552	Tour Conductor approved: No
PNR: YYYXXX		Changes: according to fare rules	Refunds: not permitted
Quoted Brand: Full		Luggage: 23Kg + hand luggage	Seat: Yes
Offer valid until: 16/10/2024		Issuance time limit: 13/08/2025	
Endorsements: GRP AND SERIES/NONREF/CHG FEE APPLIES			

The fare **does not include taxes**, which must be calculated by the client at the time of issuance through the GDS. Remember, the YR fee should not be entered in groups.

Review all contract conditions carefully. If you are interested in the quote, click on "I accept conditions" and then on "Confirm".

Accepting these conditions will be subject to the current legal provisions applicable as appropriate to each country



Your group will change its status to **CONFIRMED**.

Status

QUOTED



Status

CONFIRMED

Display

Check conditions and Confirm

Decline



GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent	T.Conductor
214553	TEST	20/0	DOM	ITUSGTES214553	SH	Carolina Simao De Olive	<input type="checkbox"/>
Penalty	ADM	Waiver	Deposit	Currency			
0	0	0	0	USD			

## Reject Group



Confirm to reject the group by:

- ☒ The fare is not attractive
- ☐ I got a better price
- ☐ Another airline offered me better conditions
- ☐ My original flight was canceled or had a schedule change
- ☐ The entire group was not accepted
- ☐ The customer changed his mind/I cannot meet the demand
- ☐ It took a long time until I got an offer

Confirm



If you are not interested in the quote, you must click on "Decline", choose the reason for the group's rejection, and press "Confirm".



# GROUP DETAILS

# Group details

To see the group details, you must go to the Requests menu and click on "Approved".

Group Name	PNR	PNR Code	Departure	Flight	Request	Request	Status	Stock status
<a href="#">TEST</a>		226747	8/20/2025	LA2320	New Group	10/9/2024	<a href="#">Approved</a>	confirmed
<a href="#">TESTEMANUAL</a>		215614	11/15/2024	LA2009	New Group	8/22/2024	<a href="#">Approved</a>	canceled



In the Stock menu, search for your group and click on 'Display'.

Group Name

Agent

PNR

Departure

Day

Search

Group	PNR	PNR Code	Departure	Flight	Status	Booked	To Issue	Display
TEST	YYYXXX	226747	8/20/2025	LA2320	CONFIRMED	10	10	



# Group details

In this field, you will be able to review the main information of your group:

Display

Release Seats

Cancel

Modify

AddPax

Split

Ticketing instructions

Contract

GroupCode

214552

Group Name

TEST

Seats

10/0

Type

DOM

Tourcode

ITUSGTES214552

Contract

SH

LATAM Agent

Carolina Simao De Oliveira

T.Conductor

Penalty

0

ADM

0

Waiver

0

Deposit

0

Currency

USD

Information

Sectors

Seats

Remarks

PNR Code

226747

PNR

YYYXXX

Main PNR

Name

TEST

Seats

10/0

Status

CONFIRMED

LH Fare

0

LH Q

0

SH Fare

220

SH Q

0

Farebasis

V04KD5ZV N00KDWZV

Approval Date

09/10/2024

Validity Date

16/10/2024

Confirmation Date

30/12/1899

Issuance TL

13/08/2025

Changes

0

# Information

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

PNR Code	PNR	Main PNR	Name	Seats	Status
226747	YYXX		TEST	10/0	CONFIRMED
LH Fare	LH Q	SH Fare	SH Q	Farebasis	
0	0	220	0	V04KD5ZV N00KDWZV	
Approval Date	Validity Date	Confirmation Date	Issuance TL	Changes	
09/10/2024	16/10/2024	30/12/1899	13/08/2025	0	

**PNR:** Booking code with 6 letters;  
**Name:** Name of the group;  
**Seats:** Number of seats in the group;  
**Status:** Current booking status (see page 13);  
**LH fare:** Fare value if the group is Long Haul;

**SH fare:** Fare value if the group is Short Haul (regional or domestic);  
**Fare basis:** Fare basis, which identifies the characteristics of the fare;  
**Validity date:** Deadline to approve or reject the group's quote;  
**Issuance TL:** Time limit for ticketing the booking.

# Sectors

Information	Sectors	Seats	Remarks			
Type	Departure Date	Departure Time	Arrival Time	Flight Number	Rute	
DOMÉSTICO	20/08/2025	09:50	11:10	LA2320	LIMCUZ	
DOMÉSTICO	25/08/2025	16:20	17:50	LA2022	CUZLIM	

In this field, you will be able to review the group's flights: Departure date, Departure Time, Arrival Time, Flight Number, and Route. Since flight schedule changes are common, the departure and arrival time fields may be outdated.

# Seats

Information

Sectors

Seats

Remarks

Booked Seats

10

Issued Seats

0

To Issue Seats

10

Released Seats

0

No seats has been issued or reduced yet

This menu presents details about the number of seats in the group:

**Reserved seats:** Number of seats requested at the group's creation;

**Issued seats:** Number of seats already issued;

**Seats to be issued:** Number of seats available for issuance;

**Reduced seats:** Seats reduced from the total number.

The red message indicates that there was no issuance or reduction in that group.

# Remarks

Information

Sectors

Seats

Remarks

GJWFQT 1.C/20-20TESTEMANUAL 1 LA2007N  
10DEC T LIMCUZ GN20 0755 0915 /OPERATED BY LATAM AIRLINES PERU  
2 LA2038S 18DEC W CUZLIM GN20 1355 1525 /OPERATED BY LATAM  
AIRLINES PERU

In the Remarks field, you can check the image of your booking and also any comments about the group.



# RELEASE SEATS

To reduce the seats of your group, you must access the group details page and press "Release seats" in the top menu.

Display	Release Seats	Cancel	Modify	AddPax	Split	Ticketing instructions	Contract
---------	---------------	--------	--------	--------	-------	------------------------	----------

GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent	T.Conductor
214552	TEST	10/0	DOM	ITUSGTES214552	SH	Carolina Simao De Oliveira	<input type="checkbox"/>
Penalty	ADM	Waiver	Deposit	Currency			
0	0	0	0	USD			

Release Seats ×

Seats

Release

In the "Release seats" window, you must indicate the number of seats to cancel. Reductions that leave the group with fewer than 10 passengers will not be accepted.

Information	Sectors	Seats	Remarks		
PNR Code	PNR	Main PNR	Name	Seats	Status
226747	YYYYXX		TEST	10/0	CONFIRMED
LH Fare	LH Q	SH Fare	SH Q	Farebasis	
0	0	220	0	V04KD5ZV N00KDWZV	
Approval Date	Validity Date	Confirmation Date	Issuance TL	Changes	
09/10/2024	16/10/2024	30/12/1899	13/08/2025	0	
Deposit Number	Deposit Amount	Deposit TL			
	0	dd/mm/aaaa			

**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

A green box will appear, indicating that the reduction was successfully requested. The reduction depends on approval by LATAM.



Group Name	PNR	PNR Code	Departure	Flight	Request	Request	Status	Stock status	Remarks
TEST	YYYYXX	226747	8/20/2025	LA2320	Release Seats	10/9/2024	Pending	confirmed	
<u>TEST</u>		226748	8/20/2025	LA2320	New Group	10/9/2024	<u>Approved</u>	quoted	

The reduction request will generate a pending item that you can view in the "Requests" section.

Once the reduction is evaluated, you will receive an email indicating whether it is approved or rejected.

The background is a solid dark blue. On the left side, there are three overlapping, rounded rectangular shapes in a lighter shade of blue, arranged diagonally. On the right side, there is a faint, light blue outline of the continent of South America. The word "CANCEL" is centered in the middle of the image in a white, bold, sans-serif font.

CANCEL

Display Release Seats Cancel Modify AddPax Split Ticketing instructions Contract



GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent	T.Conductor
214552	TEST	10/0	DOM	ITUSGTES214552	SH	Carolina Simao De Oliveira	<input type="checkbox"/>
Penalty	ADM	Waiver	Deposit	Currency			
0	0	0	0	USD			

### Cancel group



Confirm cancellation of 10 seats

- ☒ The fare is not attractive
- ☐ I got a better price
- ☐ Another airline offered me better conditions
- ☐ My original flight was canceled or had a schedule change
- ☐ The entire group was not accepted
- ☐ The customer changed his mind/I cannot meet the demand
- ☐ It took a long time until I got an offer

Confirm



If you wish to cancel all the seats of the group, you must click on "Cancel". The "Cancel Group" box will appear, where you must click to also cancel the associated add pax reservations and choose the reason for cancellation.

Nombre Grupo	PNR	Cod.PNR	F.Salida	NºVuelo	Solicitud	F.Solicitud	Estado	Estado inventario
TESTEMANUAL	GJWFQT	210101	12/11/2024	LA2010	Reducción plazas	8/19/2024	<u>Aprobado</u>	cancelado

Cancellation depends on approval by LATAM. Remember that penalties will apply according to the group contract.



You can check if there is a charge for this cancellation in the "Penalty" field. If there is a penalty, LATAM will create a charge through ADM (debit memo) to your IATA.

GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent	T.Conductor
214552	TEST	10/0	DOM	ITUSGTES214552	SH	Carolina Simao De Olive	<input type="checkbox"/>
Penalty	ADM	Waiver	Deposit	Currency			
0	0	0	0	USD			

The background is a solid dark blue. On the left side, there are three overlapping, rounded rectangular shapes in a lighter shade of blue, arranged diagonally from top-left to bottom-right. On the right side, there is a faint, light blue outline of the continent of South America. The word "MODIFY" is centered in the middle of the image in a white, bold, sans-serif font.

# MODIFY

DisplayRelease SeatsCancelModifyAddPaxSplitTicketing instructionsContract

GroupCode

214553

Group Name

TEST

Seats

20/0

Type

DOM

Tourcode

ITUSGTES214553

Contract

SH

LATAM Agent

Carolina Simao De Olive

T.Conductor

Penalty

0

ADM

0

Waiver

0

Deposit

0

Currency

USD

Information

Sectors

Seats

Remarks

Type

DOMÉSTICO

Departure Date

20/08/2025

Flight Number

LA2320

Rute

LIMCUZ

Cabin

ECONOMY

DOMÉSTICO

25/08/2025

LA2024

CUZLIM

ECONOMY





Modify

Cancel

To request a change, click on "Modify" in the menu above, enter the desired flight numbers and dates, then click on "Modify".

Modifications are only allowed for already confirmed groups. If you wish to change a quote, you must reject the group and request a new one.

Information Sectors Seats Remarks

Type	Departure Date	Flight Number	Rute	Cabin
DOMÉSTICO	20/08/2025 	LA2320	LIMCUZ	ECONOMY 
DOMÉSTICO	26/08/2025 	LA2024	CUZLIM	ECONOMY 

Modify 

Cancel

You cannot change all segments of a group. That is, if there are two legs, you can only request a change for the outbound or return flight. Changes are not allowed for groups with only one leg (OW).

Information	Sectors	Seats	Remarks		
PNR Code	PNR	Main PNR	Name	Seats	Status
226748	YYYYAA		TEST	20/0	CONFIRMED
LH Fare	LH Q	SH Fare	SH Q	Farebasis	
0	0	220	0	V04KD5ZV N00KDWZV	
Approval Date	Validity Date	Confirmation Date	Issuance TL	Changes	
09/10/2024	16/10/2024	30/12/1899	13/08/2025	0	
Deposit Number	Deposit Amount	Deposit TL			
	0	dd/mm/aaaa			

Modification request sent



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

A green box will appear, indicating that the modification was successfully requested. The change depends on approval by LATAM.

Group Name	PNR	PNR Code	Departure	Flight	Request	Request	Status	Stock status	Remarks
TEST	YYYXXX	226747	8/20/2025	LA2320	Release Seats	10/9/2024	Pending	canceled	
TEST	YYYAAA	226748	8/20/2025	LA2320	Modification	10/9/2024	Approved	confirmed	

The modification request will generate a pending item that you can view in the "Requests" section. Once the request is evaluated, you will receive an email indicating whether it is approved or rejected.

Group Name	PNR	PNR Code	Departure	Flight	Request	Request	Status	Stock status	Remarks
TEST	YYYXXX	226747	8/20/2025	LA2320	Release Seats	10/9/2024	Pending	canceled	
TEST	YYYAAA	226748	8/20/2025	LA2320	Modification	10/9/2024	Refused	confirmed	No availability LA2032/26AUG

If the modification is rejected, you will see the status in the "Requests" section, as well as the reason for rejection in the "Remarks" field.

Information	Sectors	Seats	Remarks		
Type	Departure Date	Departure Time	Arrival Time	Flight Number	Rute
DOMÉSTICO	20/08/2025	09:50	11:10	LA2320	LIMCUZ
DOMÉSTICO	26/08/2025	16:55	18:25	LA2024	CUZLIM

Once the modification is approved, we recommend checking if the flights are updated on the group details page.



# ADD PAX

[Display](#)[Release Seats](#)[Cancel](#)[Modify](#)[AddPax](#)[Split](#)[Ticketing instructions](#)[Contract](#)

GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent	T.Conductor
214553	TEST	20/0	DOM	ITUSGTES214553	SH	Carolina Simao De Olive	<input type="checkbox"/>
Penalty	ADM	Waiver	Deposit	Currency			
0	0	0	0	USD			

### AddPax




Seats

You can only request Add Pax for already confirmed groups.

In the "Add Pax" window, you must indicate the number of additional seats needed. Add Pax requests with more than 9 passengers will not be accepted.

If you wish to request Add Pax in business class, you must do so through the group desk email.

Information	Sectors	Seats	Remarks		
PNR Code	PNR	Main PNR	Name	Seats	Status
226748	YYYYAA		TEST	20/0	CONFIRMED
LH Fare	LH Q	SH Fare	SH Q	Farebasis	
0	0	220	0	V04KD5ZV N00KDWZV	
Approval Date	Validity Date	Confirmation Date	Issuance TL	Changes	
09/10/2024	16/10/2024	30/12/1899	13/08/2025	0	
Deposit Number	Deposit Amount	Deposit TL			
	0	dd/mm/aaaa			

**AddPax request sent**

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

A green box will appear, indicating that the Add Pax was successfully requested. The request for additional passengers depends on approval by LATAM.

Group Name	PNR	PNR Code	Departure	Flight	Request	Request	Status	Stock status	Remarks
TEST	YYYYXX	226747	8/20/2025	LA2320	Release Seats	10/9/2024	Pending	canceled	
TEST	YYYAAA	226748	8/20/2025	LA2320	AddPax	10/9/2024	<u>Approved</u>		

The Add Pax request will generate a pending item that you can view in the "Requests" section. Once the request is evaluated, you will receive an email indicating whether it is approved or rejected.

Request	Status	Stock status	Remarks
10/9/2024	Refused		There is no available seats in LA2166 LIMCUZ
10/9/2024	<u>Approved</u>		

If the Add Pax request is rejected, you will see the status in the "Requests" section, as well as the reason for rejection in the "Remarks" field.

Group Name	PNR	PNR Code	Departure	Flight	Request	Request	Status	Stock status	Remarks
TEST	YYYAAA	226748	8/20/2025	LA2320	AddPax	10/9/2024	<a href="#">Approved</a>		

If the Add Pax request is approved, click on "Approved". The group details will be displayed.

PNRs - YYYAAA - AAAMMM

Information

Sectors

Seats

Remarks

PNR Code	PNR	Main PNR	Name	Seats	Status
226749	AAAMMM	YYYAAA	TEST	1/0	QUOTED
LH Fare	LH Q	SH Fare	SH Q	Farebasis	
0	0	235	0	L04KD5ZV N00KDWZV	
Approval Date	Validity Date	Confirmation Date	Issuance TL	Changes	
09/10/2024	11/10/2024	30/12/1899	13/08/2025	0	

A new PNR will be generated as Add Pax. Click on this PNR code to review the details.

Display
Confirm
Decline

GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent	T.Conductor
214553	TEST	21/0	DOM	ITUSGTES214553	SH	Carolina Simao De Oliveira	
Penalty	ADM	Waiver	Deposit	Currency			
0	0	0	0	USD			

PNRs - YYYAAA - AAAMMM

Information	Sectors	Seats	Remarks
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PNR Code	PNR	Main PNR	Name	Seats	Status
226749	AAAMMM	YYAAA	TEST	1/0	QUOTED
LH Fare	LH Q	SH Fare	SH Q	Farebasis	
0	0	235	0	L04KD5ZV N00KDWZV	
Approval Date	Validity Date	Confirmation Date	Issuance TL	Changes	
09/10/2024	11/10/2024	30/12/1899	13/08/2025	0	

If you do not confirm the Add Pax by the indicated "Validity Date", the booking will be canceled.

Review the approved fare, fare basis, and validity date. The approved fare for the new PNR may be different from the fare approved in the original booking. If the data is correct, and you accept the fare, click on "Confirm". The status will change to "Confirmed".



ID code: 214553		Group name: TEST	
Number of PAX: 1		Rate per PAX (without taxes): 235	Total USD (without taxes): 235
Farebasis: L04KD5ZV N00KDWZV		Tourcode: ITUSGTES214553	Tour Conductor approved: No
PNR: AAAMMM		Changes: according to fare rules	Refunds: not permitted
Quoted Brand: Full		Luggage: 23Kg + hand luggage	Seat: Yes
Offer valid until: 11/10/2024		Issuance time limit: 13/08/2025	
Endorsements: GRP AND SERIES/NONREF/CHG FEE APPLIES			

The Add Pax request also generates a new contract. That is, the number of Add Pax will not be added to the original contract; it will be presented in the new booking's contract.



SPLIT

[Display](#)[Release Seats](#)[Cancel](#)[Modify](#)[AddPax](#)[Split](#)[Ticketing instructions](#)[Contract](#)

GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent	T.Conductor
214553	TEST	22/0	DOM	ITUSGTES214553	SH	Carolina Simao De Oliveira	<input type="checkbox"/>
Penalty	ADM	Waiver	Deposit	Currency			
0	0	0	0	USD			

If you need to separate seats from your group, request a "Split". The "Split" box will appear for you to choose the number of seats to split.

Split



Seats

Split



Like the other requests, the "Split" will generate a pending item that you can view in the "Requests" section.

Group Name	PNR	PNR Code	Departure	Flight	Request	Request	Status
TEST		226747	8/20/2025	LA2320	Split	10/9/2024	Approved

When the "Split" request is approved, you will see a new PNR associated with the group. As with the Add Pax booking (see page 54), the "Split" generates a new contract, and you can view its details by clicking on the PNR code.

PNRs - YYYYAAA - AAAMMM - **GTYRAS**

Information

Sectors

Seats

Remarks

PNR Code	PNR	Main PNR	Name	Seats	Status
226749	AAAMMM	YYYYAAA	TEST	1/0	QUOTED
LH Fare	LH Q	SH Fare	SH Q	Farebasis	
0	0	235	0	L04KD5ZV N00KDWZV	
Approval Date	Validity Date	Confirmation Date	Issuance TL	Changes	
09/10/2024	11/10/2024	30/12/1899	13/08/2025	0	

# TICKETING INSTRUCTIONS

Display	Release Seats	Cancel	Modify	AddPax	Split	Ticketing instructions	Contract
---------	---------------	--------	--------	--------	-------	------------------------	----------

GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent	T.Conductor
214552	TEST	10/0	DOM	ITUSGTES214552	SH	Carolina Simao De Oliveira	<input type="checkbox"/>
Penalty	ADM	Waiver	Deposit	Currency			
0	0	0	0	USD			

If you are ready to issue your group, click on "Ticketing Instructions" to review the issuance instructions.

The fare mask must be created manually with the approved fare and fare bases presented on the platform. From your GDS, you can see the updated taxes.

## Ticketing instructions

The record has been partially released to your office ID for ticketing.  
(Amadeus system)

ROLA

ER

RF

ER

The record is now ready to be claimed in your system for ticketing.  
(Sabre system)

⌘QLA/\*RECORD⌘

⌘QLA/CLM⌘

ER



The "Ticketing Instructions" page presents the instructions to claim your booking from your GDS.

**Ticketing deadline:** Last day for issuance;  
**Fare:** Approved fare without taxes included. Calculate the taxes on the day of issuance;  
**Tour code:** Necessary code that must be entered in the Tour Code field of the GDS;  
**Endorsement:** Note indicating that this is a group booking.

**Ticketing deadline:** 10/11/2024

**PNR:** AHOZRZ

**Itinerary:** LIMCUZ

**Fare:** 170

Taxes must be calculated at the time of ticketing

**Tour code:** ITUSGTES203868

(To be added in the Tour Code field)

**Commission:** NONE

**Endorsement:** GRP/NONREF/CHG FEE AP

## ATTENTION!

Any error in the issuance may generate an ADM. Therefore, it is the agency's responsibility to carefully review the approved fare, fare basis, tour code, and endorsement.

The background is a solid dark blue. On the left side, there are three horizontal, slightly curved bars of a lighter blue shade. On the right side, there is a faint, light blue outline of the continent of South America. The word "CHAT" is centered in the middle of the slide in a white, bold, sans-serif font.

# CHAT



## Pending confirmation

You do not have PNRs pending confirmation

## Possible to be penalized

You do not have groups that are going to penalize in less than 3 days

## Claim

You do not have PNRs pending to make a claim

## Pending issues

You do not have PNRs with a nearby emission TL

Otherwise, we won't be able to check in your group (PCCS) ing,  
Please issue on the same IATA that the group has been requested to avoid debit memo.

[Chat with us](#)

Do you still have questions? Contact us through the chat available in the Home menu of the web tool. Click on "Chat to us", fill in your details, and click on "Start chatting". A LATAM agent will respond to your contact.



## Chat



Welcome to **LATAM Airlines Global Sales Support**. Enter your 8-digit **IATA** code (without hyphen), if your code has less than 8 digits, start with 0 until you complete the 8 digits.

\*First Name

\*Last Name

\*Email

IATA

[Start Chatting](#)

The background is a solid dark blue. On the left, there are three horizontal, slightly curved, lighter blue bars. On the right, there is a faint, stylized world map outline composed of fine, parallel lines. The text 'THANK YOU!' is centered in a large, white, sans-serif font.

# THANK YOU!

Global Sales Support  
2024