Groups' web

User's manual

NON IATA Agencies

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!

Attention!

Europe, Asia and Oceania

For countries in Europe, Asia, and Oceania, the option of issuance through LATAM is not accepted. In this case, it is necessary to indicate an issuing agency. If this applies to you, please review the following information:

- When requesting a group, the NON-IATA agency must fill in the issuing IATA field.
- It is important that the issuing agency is registered on the website. This is because the contract must be accepted by both parties: the NON-IATA agency that requests the group and the issuing agency.
- In case of a penalty, an ADM is issued to the issuing IATA.

Sumario

LATAM

Language
English

Username

Password

LogIn

Forgot my Password

If you do not have access yet, please apply here!

Go to:
https://www.serieslatam.com/

- 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."

LATAM

Choose your country ←

Enter the number 1111111-1 →

Country of Agency
ALBANIA

Do not apply ←

IATA 0000000-0

☐ I have Latam plate enabled?

Enter the name of the agency →

☐ Does your agency have GDS to issue?

Enter your name and surname ←

Agency

Review the entered information and click on "Request" ←

Name and surname

Insert your email →

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.

In the IATA field, enter the number 1111111-1. When the user is created, you will receive an IATA number generated by the platform.

IATA 0000000-0

Not applicable. Do not check that box!

← – – – ☐ I have Latam plate enabled?

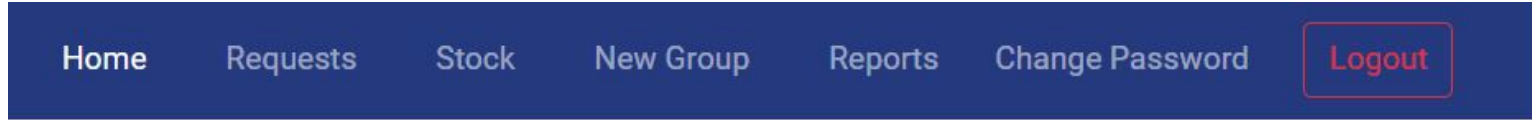☐ Does your agency have GDS to issue? – – – → Not applicable. Do not check that box!

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

| Home | Requests | Stock | New Group | Reports | Change Password | Logout |
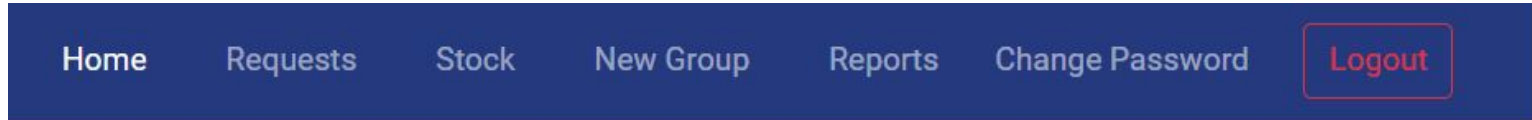
New Group: Allows the request of new groups;

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	Possible to be penalized	Claim	Pending issues
You have a total of 2 PNRs in Stock, 1 pending confirmation (sign contract)	You do not have groups that are going to penalize in less than 3 days	You do not have PNRs pending to make a claim	You do not have PNRs with a nearby emission TL
Search			

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	Possible to be penalized	Claim	Pending issues
You have a total of 2 PNRs in Stock, 1 pending confirmation (sign contract)	You do not have groups that are going to penalize in less than 3 days	You do not have PNRs pending to make a claim	You do not have PNRs with a nearby emission TL
Search			

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;

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Home

Pending confirmation	Possible to be penalized	Claim	Pending issues
You have a total of 2 PNRs in Stock, 1 pending confirmation (sign contract)	You do not have groups that are going to penalize in less than 3 days	You do not have PNRs pending to make a claim	You do not have PNRs with a nearby emission TL
Search			

Claim: This box does not apply to non-IATA agencies, as the claim will be made by LATAM;

Pending issues: This box does not apply to non-IATA agencies because LATAM will issue the group's tickets.

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		
TESTEMANUAL		218503	3/5/2025	LA2691	New Group	9/3/2024	Approved	confirmed	
TESTEAUG		208664	1/10/2025	LA2017	New Group	7/24/2024	Approved	canceled	
TESTJUL		208633	1/5/2025	LA2340	New Group	7/24/2024	Approved	quotation canceled	
TREINJU		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		
TESTEMANUAL		218503	3/5/2025	LA2691	New Group	9/3/2024	Approved	confirmed	
TESTEAUG		208664	1/10/2025	LA2017	New Group	7/24/2024	Approved	canceled	
TESTJUL		208633	1/5/2025	LA2340	New Group	7/24/2024	Approved	quotation canceled	
TREINJU		198213	3/10/2025	LA2009	New Group	6/12/2024	Approved	quotation canceled	

The "Stock status" 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		
TESTEMANUAL		218503	3/5/2025	LA2691	New Group	9/3/2024	Approved	confirmed	
TESTEAUG		208664	1/10/2025	LA2017	New Group	7/24/2024	Approved	canceled	
TESTJUL		208633	1/5/2025	LA2340	New Group	7/24/2024	Approved	quotation canceled	
TREINJU		198213	3/10/2025	LA2009	New Group	6/12/2024	Approved	quotation canceled	

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
	⌄		Day	Month ⌄	Year		⌄

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

LATAM groups

Home   Requests   Stock   **New Group**   Reports   Series Web   Change Password   Logout

IATA *

0000000-0

Agency

Group Name *

Seats *

0

Tour Conductor (16pax)

Agent Name *

Equipo US

Agent e-mail *

grp_salessupportna@sac.latam.com

Agent Phone Number

Next

In the top menu, you must click on "New Group" and fill in the information according to the instructions:

IATA: The IATA is the number sent along with the creation of your user account. When you enter your IATA, the agency name, your name, and your email will be completed automatically. The IATA number must be entered with a hyphen before the last character. Example: 1111111-1;

IATA *	Agency	Group Name *	Seats *	Tour Conductor (16pax)
0000000-1	TEST USA	TEST	16	✔

Agent Name *	Agent e-mail *	Agent Phone Number
Equipo US	grp_salessupportna@sac.latam.com	

🔘 **Issuing through LATAM** Groups issued through LATAM may have an associated service charge (FEE) according to the definition for each market

⚪ **Issuing through an IATA Agency** The IATA Agency will be responsible for claim, issuances, penalties and all operational execution (schedule changes, cancellations, etc)

Next

Group Name: The group name must not have spaces between the letters. It should not include numbers, the word "group," and must not exceed 21 characters. Example: VACACIONCUNII;

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

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

Agent phone: This is an optional field.

Issuing through LATAM: Choose this option if you want the group to be issued by LATAM. In this case, an issuance fee will apply*;

Issuing through an IATA agency: Choose this option if you want to indicate an agency associated with your agency with IATA and GDS to issue the group's tickets. In this case, the group will follow the IATA group flow.

Click on "Continue" to proceed with the request.

*Option not available for Europe, Asia, and Oceania.

Add new flights

| Departure Date *
dd/mm/aaaa | Route (airports) * | Search |

Feeder/Offline request

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

Departure Date: Enter the flight date in the format dd/mm/yyyy;
Airport Route: Enter the origin and destination airport codes, with 3 corresponding letters, without spaces or symbols. Examples: LIMCUZ (Lima-Cusco), SCLGRU (Santiago-São Paulo). Origins or destinations like BUE, RIO, or NYC will not be accepted.
The route must be entered flight by flight. For example, if the route is Miami-Cusco, you must first request MIALIM (Miami-Lima) and as the second flight LIMCUZ (Lima-Cusco).

Click on "Search".

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Add new flights

Departure Date *	Route (airports) *	
07/01/2025	CUZLIM	Search

Flight Number	Departure Time	Arrival Time	Estimated availability	Choose
LA2004	06:40:00	08:10:00	⚠️	○
LA2058	07:10:00	08:40:00	❌	○
LA2018	10:30:00	12:00:00	⚠️	○
LA2127	12:15:00	13:45:00	❌	○
LA2036	13:15:00	14:45:00	❌	○
LA2076	16:00:00	17:30:00	❌	○
LA2179	16:15:00	17:45:00	⚠️	○
LA2026	18:20:00	19:50:00	⚠️	○
LA2241	18:45:00	20:15:00	❌	○
LA2034	19:35:00	21:05:00	❌	○
LA2363	21:05:00	22:35:00	⚠️	○
LA2094	22:30:00	00:01:00	✅	◉
LA2165	22:55:00	00:25:00	✅	○

❌ 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

The platform presents the available flights on the requested date and route. The traffic light indicates availability according to the classification below:

Red: flight with a restricted number of seats;
Yellow: estimated availability for your group;
Green: flight with high availability for confirmation.

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Add new flights

Departure Date *	Route (airports) *	
02/01/2025 📅	CUZLIM	**Search**

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

If the message above is displayed, it is because there is no group availability on that date and route, or that route is not operated by LATAM.

The availability of seats for groups is limited, so it is possible that there are seats available in your GDS or on latamairlines.com, but not on the group platform.

Add new flights

Departure Date *	Route (airports) *	
02/08/2025 📅	JFKLIM	**Search**

Flight Number	Departure Time	Arrival Time	Estimated availability	Choose
LA2469	23:45:00	06:50:00	✅	🔵

❌ 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 "Select" next to the desired flight and then on "Add".

The message "Added flight leg" confirms that the flight has been entered. You can review the selected 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	02/08/2025	23:45	06:50	LA2469	JFKLIM	Delete

Request

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 *	Route (airports) *		Search	
31/03/2025	LIMGRU			

Flight Number	Departure Time	Arrival Time	Estimated availability	Choose
LA8005	00:15:00	07:10:00	✅	◯
LA8040	09:20:00	16:20:00	✅	◯
LA8099	13:15:00	20:15:00	✅	◯

❌ 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

To request the second flight, start the process again. Enter the flight details, click on "Select" 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	30/03/2025	13:55	21:00	LA2691	JFKLIM	Delete
LONG HAUL REGRESO	06/04/2025	00:10	07:10	LA2480	LIMMIA	Delete
REG	31/03/2025	00:15	07:10	LA8005	LIMGRU	Delete
REG	05/04/2025	19:30	23:00	LA8039	GRULIM	Delete

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".

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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 *

Select 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.

Select Brand

Brand *

Light
Plus
Full

quest

You will see the options, click on the chosen brand and then on "Request".

FEEDER NEW GROUP

Add new flights

Departure Date *	Route (airports) *	
dd/mm/aaaa		Search

Feeder/Offline request

If you wish to enter feeder flights, click on "Request Feeder/Offline". The fields below will be presented:

Feeder/Offline request

Type	Departure Date	Flight Number	Route (airports)
Outbound	dd/mm/aaaa		
Inbound	dd/mm/aaaa		

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 two letters for the airline and the flight numbers. Example: DL2836. In "Route," enter the origin and destination in 6 letters. Example: ATLMIA.

ADDED FEEDER

Find another flight leg and click on Request

✕

A green box will be displayed 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	Delete
FEEDER REGRESO	25/02/2025			DL1249	MIAATL	Delete
LONG HAUL IDA	20/02/2025	00:10	05:55	LA2693	MIALIM	Delete
LONG HAUL REGRESO	25/02/2025	00:20	06:20	LA2480	LIMMIA	Delete

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

CONTRACT

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

To review the quotation conditions, you must click on "Requests" and then on "Approved". The group details will be displayed alongside the approval menu at the top of the page.

Display   Policy and Deposit   Decline   Contract

GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent	T.Conductor
215241	TEST	16/0	DOM	ITUSGTES215241	SH EMD	Carolina Simao De Olive	

Penalty	ADM	Waiver	Deposit	Currency
0	0	0	1000	USD

By clicking on "Contract," the group contract will be displayed on the left side of the page. To read all the conditions, you must scroll down the sidebar to the end of the text.

LATAM GROUP CONTRACT

ID code: 215241	**Group name:** TEST	
Number of PAX: 16	**Rate per PAX (without taxes):** 250	**Total USD (without taxes):** 4000
Issuance rate per pax: USD 30		
Farebasis: MLEKDZ0E	**Tourcode:** ITUSGTES215241	**Tour Conductor approved:** No
PNR: YYYAAA	**Changes:** according to fare rules	**Refunds:** not permitted
Quoted Brand: Full	**Luggage:** 23Kg + hand luggage	**Seat:** Yes
Offer valid until: 18/10/2024	**Issuance time limit:** 17/03/2025	
Prepayment: 1000	**Prepayment time limit:** 18/10/2024	
Endorsements: GRP AND SERIES/NON END/CHG FEE APPLIES		

It is mandatory to read all contract conditions carefully before confirming the group. The fare **does not include taxes**, which will be calculated at the time of full payment by the LATAM groups team. Remember, the YR tax should not be entered in groups.

LATAM GROUP CONTRACT

ID code: 215241	**Group name:** TEST	
Number of PAX: 16	**Rate per PAX (without taxes):** 250	**Total USD (without taxes):** 4000
Issuance rate per pax: USD 30		
Farebasis: MLEKDZ0E	**Tourcode:** ITUSGTES215241	**Tour Conductor approved:** No
PNR: YYYAAA	**Changes:** according to fare rules	**Refunds:** not permitted
Quoted Brand: Full	**Luggage:** 23Kg + hand luggage	**Seat:** Yes
Offer valid until: 18/10/2024	**Issuance time limit:** 17/03/2025	
Prepayment: 1000	**Prepayment time limit:** 18/10/2024	
Endorsements: GRP AND SERIES/NON END/CHG FEE APPLIES		

If you accept the group's conditions, you must make a deposit with the amount established in the prepayment field*. To do this, request the bank details through the group desk email.

*Option not available for Europe, Asia, and Oceania.

After making the deposit, send the receipt to the group team's email.
When the payment is received by LATAM, the agent will reply to your email
confirming the group.

On the platform, the group will change its
status to **CONFIRMED**.

Status

QUOTED

→

Status

CONFIRMED

GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent	T.Conductor
215241	TEST	16/0	DOM	ITUSGTES215241	SH EMD	Carolina Simao De Olive	

Penalty	ADM	Waiver	Deposit	Currency
0	0	0	1000	USD

If there is no interest in the quotation, you must click on "Reject," choose the reason for rejecting the group, and press "Confirm."

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

GROUP DETAILS

Detalles del grupo

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
TEST		226747	8/20/2025	LA2320	New Group	10/9/2024	Approved	confirmed

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

Group Name	Agent	PNR	Departure			Status
	⌄		Day	Month ⌄	2025	CONFIRMED ⌄

Search

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

Detalles del grupo

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

Display	Policy and Deposit	Decline	Contract

GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent	T.Conductor
215241	TEST	16/0	DOM	ITUSGTES215241	SH EMD	Carolina Simao De Olive	

Penalty	ADM	Waiver	Deposit	Currency
0	0	0	1000	USD

Information	Sectors	Seats	Remarks

PNR Code	PNR	Main PNR	Name	Seats	Status
227463	YYYAAA		TEST	16/0	QUOTED

LH Fare	LH Q	SH Fare	SH Q	Farebasis
0	0	250	0	MLEKDZ0E

Approval Date	Validity Date	Confirmation Date	Issuance TL	Changes
11/10/2024	18/10/2024	dd/mm/aaaa	17/03/2025	0

Deposit Number	Deposit Amount	Deposit TL
	1000	18/10/2024

Información

Information	Sectors	Seats	Remarks		

PNR Code	PNR	Main PNR	Name	Seats	Status
227463	YYYAAA		TEST	16/0	QUOTED

LH Fare	LH Q	SH Fare	SH Q	Farebasis
0	0	250	0	MLEKDZ0E

Approval Date	Validity Date	Confirmation Date	Issuance TL	Changes
11/10/2024	18/10/2024	dd/mm/aaaa	17/03/2025	0

Deposit Number	Deposit Amount	Deposit TL
	1000	18/10/2024

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.

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Information

Sectors   Seats   Remarks

PNR Code	PNR	Main PNR	Name	Seats	Status
227463	YYYAAA		TEST	16/0	QUOTED

LH Fare	LH Q	SH Fare	SH Q	Farebasis	
0	0	250	0	MLEKDZ0E	

Approval Date	Validity Date	Confirmation Date	Issuance TL	Changes	
11/10/2024	18/10/2024	dd/mm/aaaa	17/03/2025	0	

Deposit Number	Deposit Amount	Deposit TL			
	1000	18/10/2024			

Fecha de validez: Plazo para aprobar o rechazar la cotización del grupo;
TL Emisión: Tiempo límite para emisión de la reserva;
Número Depósito: Número de EMD generado por LATAM con el valor de depósito hecho por la agencia;

Importe Depósito: Valor de depósito necesario para confirmar el grupo;
TL Depósito: Tiempo límite para que la agencia haga el pago.

Sectors

Information	Sectors	Seats	Remarks

Type	Departure Date	Departure Time	Arrival Time	Flight Number	Rute
DOMÉSTICO	20/04/2025	06:45	08:05	LA2005	LIMCUZ
DOMÉSTICO	25/04/2025	11:30	13:00	LA2014	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

	Booked Seats	Issued Seats	To Issue Seats	Released Seats
Information Sectors **Seats** Remarks	16	0	16	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	Policy and Deposit

GroupCode	Group Name		Seats	Type	Tourcode	Contract	LATAM Agent	T.Conductor
215241	TEST		16/0	DOM	ITUSGTES215241	SH EMD	Carolina Simao De Olive	

Penalty	ADM	Waiver	Deposit	Currency
0	0	0	1000	USD

Release Seats   ✕

Seats   [3]

[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	YYYXXX		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	YYYXXX	226747	8/20/2025	LA2320	Release Seats	10/9/2024	Pending	confirmed	
TEST		226748	8/20/2025	LA2320	New Group	10/9/2024	Approved	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.

CANCEL

GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent	T.Conductor
214552	TEST	10/0	DOM	ITUSGTES214552	SH	Carolina Simao De Oliveira	

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.

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Nombre Grupo	PNR	Cod.PNR	F.Salida	N°Vuelo	Solicitud	F.Solicitud	Estado	Estado inventario
TESTEMANUAL	GJWFQT	210101	12/11/2024	LA2010	Reducción plazas	8/19/2024	Aprobado	cancelado

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

Status

CONFIRMED → Status

CANCELED

The group status will change to **CANCELED**.

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	

Penalty	ADM	Waiver	Deposit	Currency
0	0	0	0	USD

MODIFY

GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent	T.Conductor
214553	TEST	20/0	DOM	ITUSGTES214553	SH	Carolina Simao De Olive	

Penalty	ADM	Waiver	Deposit	Currency
0	0	0	0	USD

Information   Sectors   Seats   Remarks

Type	Departure Date	Flight Number	Rute	Cabin
DOMÉSTICO	20/08/2025	LA2320	LIMCUZ	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".

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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	YYYAAA		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. When 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 was rejected, you will see the status in the "Requests" section, as well as the reason for the 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

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

ADD PAX

GroupCode	Group Name	Seats	Type	Tourcode	Contract	LATAM Agent	T.Conductor
214553	TEST	20/0	DOM	ITUSGTES214553	SH	Carolina Simao De Olive	

Penalty	ADM	Waiver	Deposit	Currency
0	0	0	0	USD

AddPax   ✕

Seats   1

Add

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

AddPax requests can only be made for already confirmed groups.

If you wish to request AddPax 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	YYYAAA		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 AddPax was requested successfully. The request for additional passengers is subject to 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	AddPax	10/9/2024	Approved		

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

If the modification was rejected, you will see the status in the "Requests" section, as well as the reason for the 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	Approved		

If the AddPax was 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 was generated as AddPax. Click on that PNR code to review the details.

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

Review the approved fare, fare basis, and validity date. The approved fare for the new PNR may be different from the one approved in the original booking.

If you accept the AddPax conditions, request the bank details and deposit amount through the group desk email. The payment must be made by the date indicated in the "Validity Date."

When making the deposit, send the receipt to the group desk email. Once the payment is received by LATAM, the agent will reply to your email confirming the AddPax.

On the platform, the group will change its status to **CONFIRMED**.

Status

QUOTED

→

Status

CONFIRMED

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	

Penalty	ADM	Waiver	Deposit	Currency
0	0	0	0	USD

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

Split ✕

Seats 1

Split

Like 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	New Group	10/9/2024	Approved

When the "Split" request is approved, you will see a new PNR associated with the group. Just like the AddPax booking (see page 59), the "Split" generates a new contract, and you can view its details by clicking on the PNR code.

PNRs - YYYAAA - AAAMMM - GTYRAS

| 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

TICKETING INSTRUCTIONS

If you are ready to issue your group*, follow the instructions below:

1. Request the total payment calculation, bank details, and passenger list through the group desk email;

2. Make the total payment and send the receipt via email;

3. After the payment is confirmed by the LATAM team, send the passenger list with their details, including date of birth, gender, nationality, and passport number;

4. The team will issue the group tickets and send them to the agency email;

5. When you receive the tickets, you must review all the information.

*Option not available for Europe, Asia, and Oceania.

ATTENTION!
It is the agency's responsibility to review all booking information before issuance, as well as payment and issuance deadlines. It is also important that the passenger details are correct.

CHAT

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

THANK YOU!

Global Sales Support
2024