



Booking Irregularities (FAQ)



Where can I review the booking policies that apply to PIA auditing?

You can find the policy on the LATAM Trade page for your country in the "Booking Policies" section or in the content of interest banner.



Where can I review the fines for irregularities that apply to PIA audits?

You can find the details of the fines for each irregularity on the LATAM Trade page for your country in the "Booking Policies" section or in the content of interest banner.



How do I generate my user for PIA Portal?

You must send an email to: ri@protectionlatam.zendesk.com with the following information:

- **User e-mail address**
- **Agency Name**
- **Country**
- **IATA**



If I already have a LATAM TRADE user, how can I know which users I have that are associated to PIA?

To validate the active users for your IATA code, you must log in to LATAM Trade and go to the user module corresponding to your group. The profiles that say "PIAUSER" are the ones able to access our portal.



How do I get details of my ADM?

To obtain more information about your ADM, regarding what is included in the reason for the issue, you must enter our "PIA Irregularities Portal". Here you will be able to validate the affected cases along with any associated evidence.



Why have I been charged for a REDU irregularity if it has been issued?

Depending on the type of irregularity committed, the issue is valid evidence. However, this does not happen in all cases. To better understand the reasons, please visit the LATAM Trade Reservation Policies document.



Why have I been charged for a NOSHO irregularity if it has been issued?

Depending on the type of irregularity committed, the issue is valid evidence. However, this does not happen in all cases. To better understand the reasons you can visit the Reservation policy document on LATAM Trade.



Why have I been charged an ADM for Irregularity "False Name" if it is an error?

A typing error is not a reason to invalidate a charge under any circumstances. The accepted reasons are those detailed in the Reservation Policies document.



Why can't I see my ADM in PIA?

It may be in the wrong section. When ADMs are created, you will be able to view the evidence in the "Dispute" Module. When the dispute is closed, you will be able to see your irregularities in the "Claim" Module.

If you still cannot find it, it means that your ADM does not correspond to a Booking Irregularity, or it is older than 75 days, time in which it can be viewed in the portal since its issuance.

The irregularity process is divided into three periods:

- **Appeal**
- **Dispute**
- **Claim**

Only in the last two periods indicated you will be able to see your **ADM** depending on the process you are in. You should also consider that between each period there is a minimum of 48 hours in which the cases are in the process of possible changes, so in this period you will not be able to see the case.



Why does only one record appear in the ADM "DUPE"? How do I find the duplicate reservation?

In the reason for issuance of each **ADM** you can see the details of the affected cases. However, in case of duplicity, to validate the duplicate booking you should visit our **PIA irregularities portal**; where you will find all the details of the associated cases.



Why do I only see real names in my fake booking?

If when you open the reservation indicated in the **ADM** you cannot see the fake names, this may be because a split was generated. This happens because in reservations with more than one passenger, our processes detect the irregular case and separate it into another reservation to be canceled and free the space for sale.

You may not see the affected name in the original reservation, so you must search the messaging for the code generated to separate the affected name.



Why am I being charged more than once for the same record?

The record may be charged more than once for two reasons:

- 1 The agency performed the same irregularity more than once on the same record.
- 2 Different irregularities were made on the same record, e.g. duplicity and no-shows.

The charge will be based on the number of irregularities made in each record.



In case of REDU and DUPE, which segment will be charged?

The unissued will be charged and if none of them is issued, the oldest will be charged.



How can I know the time limit to regularize the reservation?

Reservations will have an **SSR and/or REMARK** indicating the time to be regularized. There will be cases where the mark is not generated and this will occur immediately.

Examples of these can be found in LATAM Trade in the **Reservation Policies** document.



How do I avoid a "fictitious tkt" charge?

In case of associating a ticket that does not correspond to the date and record of the reservation, a reissue must be made before the deadline indicated in the **SSR and/or REMARK**.