

Travel Agents' guide for LATAM Groups

Version 2



Hello!

The new tool for LATAM Groups management has finally arrived.

Using this new website, you will be able to request your groups through a direct channel, available 24/7.

Besides that, you will be able to manage your inventory, release seats, modify certain aspects of your departures and also generate different real-time reports of your groups with LATAM.

Let's find out about the new tool at your disposal...



1. Let's
Begin...



Welcome to our new
Groups site!

When you first open the
website, you will choose
which site you will be
working on, and enter
your username and
password

English ▼

Groups ▼

Username

Password

Login

[Forgot my Password](#)



LATAM

English ▼

Groups ▼

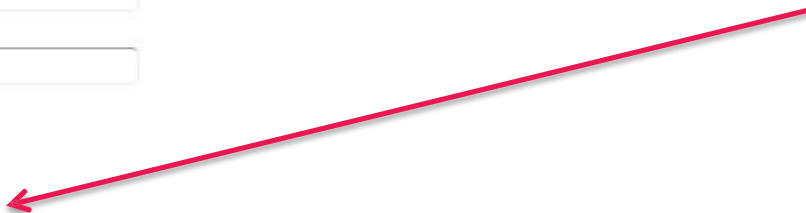
Username

Password

Login

[Forgot my Password](#)

If you forgot your password, please
click here to recover it



Home screen

Requests

| Group Name | Departure Name | PNR | PNR Code | Departure Date | Flight Number | Request | Status | Remarks |
|------------|----------------|-----|----------|----------------|---------------|---------|--------|---------|
|------------|----------------|-----|----------|----------------|---------------|---------|--------|---------|

> Home

Show your requests and their current status.

Stock

Show your approved groups and manage them.

New Group

Make a new group request.

Reports

Download predefined reports.

Requests

| Group Name | Departure Name | PNR | PNR Code | Departure Date | Flight Number | Request | Status | Remarks |
|--------------|----------------|--------|----------|----------------|---------------|-----------|------------------|---------------------------------|
| Test1 | Test1 | | | 01/12/2019 | LA705 | New Group | Pending Validate | Validate |
| test7 | test7 | | | 01/11/2019 | LA705 | New Group | Pending Tarifier | |
| test6 | test6 | | | 01/11/2019 | LA705 | New Group | Pending Tarifier | |
| Prueba David | Prueba David | | | 01/12/2019 | LA705 | New Group | Pending Quote | |
| Prueba 10 | Prueba 10 | | | 02/10/2019 | LA705 | New Group | Pending Validate | Validate aaaaaa |
| testgrupoi | testgrupoi | | | 01/11/2019 | LA705 | New Group | Pending Validate | Validate |
| Testrenegoc | Testrenegoc | ACVNDD | 3450 | 01/10/2019 | la705 | AddPax | Approved | |
| Testrenegoc | Testrenegoc | | | 01/10/2019 | la705 | New Group | Approved | |
| Pr1 | Pr1 | | | 01/11/2019 | LA705 | New Group | Approved | |
| Prueba 003 | Prueba 003 | | | 01/11/2019 | LA705 | New Group | Approved | |
| Prueba 002 | Prueba 002 | | | 01/11/2019 | LA705 | New Group | Refused | |

Here you will see all your requests and their current status:

- **Approved:** Your group has been approved and kept in your stock
- **Denied:** Your group has been denied, either by the travel agent or LATAM
- **Quote Pending:** LATAM is to quote the group request

2. New Group

2. New Group

[Home](#)[Stock](#)[> New Group](#)[Reports](#)[Change Password](#)[Logout](#)

| | | | | | | | |
|------------|----------------------|----------------|----------------------|--------------------|----------------------|------------|-----|
| IATA | <input type="text"/> | Agency | <input type="text"/> | Country of Agency | <input type="text"/> | Route Type | LH |
| Group Name | <input type="text"/> | Reserved Seats | 0 | | | Trip Type | RT |
| Agent Name | <input type="text"/> | Agent e-mail | <input type="text"/> | Agent Phone Number | <input type="text"/> | Currency | CHF |

| | | | | | | | |
|-----------|-----------|---|--------|----------------------|-------------|----------------------|--------------------|
| Feeder: | Departure | <input type="text" value="dd/mm/aaaa"/> | Flight | <input type="text"/> | OD | <input type="text"/> | <div>Remarks</div> |
| Outbound: | Departure | <input type="text" value="dd/mm/aaaa"/> | Flight | <input type="text"/> | Destination | ALBANIA | |
| Inbound: | Departure | <input type="text" value="dd/mm/aaaa"/> | Flight | <input type="text"/> | Origin | ALBANIA | |
| Feeder: | Departure | <input type="text" value="dd/mm/aaaa"/> | Flight | <input type="text"/> | OD | <input type="text"/> | |

Domestic/Regional Sectors

| | | |
|---|----------------------|----------------------|
| Departure Date | Flight Number | OD |
| <input type="text" value="dd/mm/aaaa"/> | <input type="text"/> | <input type="text"/> |

[Request](#)

After clicking on New Group, please fill in all the blank fields:

- IATA:** Issuing IATA code of the travel agency. **Don't forget to write the iata code as follow: "1234567-8"**
 - Group Name:** The name of your group must include the name of your agency plus the name of your group. It **MUST NOT** include the word Group, numbers or be longer than 19 characters.
Examples: AgencyName + Destination, month or group name such as AGENCYPESEP or AGENCYINCA
 - Name, e-mail and telephone number of the travel agent**
 - Route type** (Longhaul (LH) o Domestic/Regional: Shorthaul (SH)
 - Trip type:** (Round trip (RT) or One way (OW)
 - Currency:** Important to change the currency to the one that will be used for working with your group, since no modifications are possible
- Afterwards
Please notice that all the information should be given correctly from the beginning, as no modification is possible after the infos are given.

2. New LH Group

| | | | | | | | |
|------------|----------------------|----------------|--------------------------------|--------------------|----------------------|------------|-----|
| IATA | <input type="text"/> | Agency | <input type="text"/> | Country of Agency | <input type="text"/> | Route Type | LH |
| Group Name | <input type="text"/> | Reserved Seats | <input type="text" value="0"/> | | | Trip Type | RT |
| Agent Name | <input type="text"/> | Agent e-mail | <input type="text"/> | Agent Phone Number | <input type="text"/> | Currency | CHF |


| | | | | | | | |
|--------------------------------------|-----------|---|----------------------|----------------------|----------------------|----------------------|--------------------|
| Feeder: | Departure | <input type="text" value="dd/mm/aaaa"/> | Flight | <input type="text"/> | OD | <input type="text"/> | <div>Remarks</div> |
| Outbound: | Departure | <input type="text" value="dd/mm/aaaa"/> | Flight | <input type="text"/> | Destination | ALBANIA | |
| Inbound: | Departure | <input type="text" value="dd/mm/aaaa"/> | Flight | <input type="text"/> | Origin | ALBANIA | |
| Feeder: | Departure | <input type="text" value="dd/mm/aaaa"/> | Flight | <input type="text"/> | OD | <input type="text"/> | |
| <div>Domestic/Regional Sectors</div> | | | | | | | |
| | | Departure Date | Flight Number | | OD | | |
| | | <input type="text" value="dd/mm/aaaa"/> | <input type="text"/> | | <input type="text"/> | | |

Request

↓
If your group is longhaul (LH) please fill in the following fields:

- **Outbound flight:** Departure date, flight, Origin-Destination, Cabin of the LATAM LH flight
 - **Inbound flight:** Departure date, flight, Origin-Destination, Cabin of the LATAM LH flight
 - **Name:** The name of your group will be copied automatically
 - There is a free-text remarks box to add any relevant information (no apostrophes allowed)
 - If your group includes regional or domestic sectors, those will be entered at the bottom of the page (dates, flight number and OD Origin-Destination)
- If you need to request a group with feeder flights (flights operated by other companies, : DL,CA, etc) please fill the information in the feeder checkbox.

2. New SH Group

 Home Stock **> New Group** Reports Change Password Logout

| | | | | | | | |
|------------|--|----------------|---|--------------------|---------------------------------------|------------|----------------------------------|
| IATA | <input type="text" value="1234567-8"/> | Agency | <input type="text" value="STUDIOSUS REISEN"/> | Country of Agency | <input type="text" value="ALEMANIA"/> | Route Type | <input type="text" value="SH"/> |
| Group Name | <input type="text"/> | Reserved Seats | <input type="text" value="0"/> | | | Trip Type | <input type="text" value="RT"/> |
| Agent Name | <input type="text"/> | Agent e-mail | <input type="text"/> | Agent Phone Number | <input type="text"/> | Currency | <input type="text" value="CHF"/> |

Feeder: Departure

Outbound: Departure

Inbound: Departure

Feeder: Departure

Flight

Flight

Flight

Flight

OD

Destination

Origin

OD

Cabin

Cabin

☒ SA Air pass

☐ Net Fare

Remarks

Domestic/Regional Sectors

| Departure Date | Flight Number | OD |
|---|----------------------|----------------------|
| <input type="text" value="dd/mm/aaaa"/> | <input type="text"/> | <input type="text"/> |

Request

As the fields are completed, more lines will automatically be displayed to enter more flights if necessary.



If your group is regional or domestic (shorthaul - SH) please fill in the following fields:

- **Departure date:** First domestic or regional flight
- **Flight Number**
- **OD:** Origin and destination
- Please use the remarks field to give us all the information needed regarding the group (if you are flexible to change dates, range of the flights, etc).

2.1 New Group - Accepting Group

LATAM can accept or deny the group.

[> Home](#)[Stock](#)[New Group](#)[Reports](#)[Change Password](#)[Logout](#)

Requests

| Group Name | Departure Name | PNR | PNR Code | Departure Date | Flight Number | Request | Status | Remarks |
|--------------|----------------|-----|----------|----------------|---------------|-----------|------------------|---------|
| TESTMANUALTE | TESTMANUALTE | | | 10/10/2020 | LA705 | New Group | Pending Tarifier | |

Once LATAM has created a PNR and has priced the itinerary, the group will remain in Validation Pending status in order for the Agency to validate it.

Please note that the fares may change between quotation and the creation of the PNR.

| Group Name | Departure Name | PNR | PNR Code | Departure Date | Flight Number | Request | Status | Remarks |
|--------------|----------------|-----|----------|----------------|---------------|-----------|------------------|--------------------------|
| TESTMANUALTE | TESTMANUALTE | | | 10/10/2020 | LA705 | New Group | Pending Validate | Validate |

A group can be denied if there is no group capacity in the flight or if the information given by the agency are not correct.

In that case our Group Desk will inform you with the details of the Denial.

2.1 New Group - Accepting Group

Once your group has been accepted, its status will change to PNR Pending while LATAM generates a PNR and prices the PNR:

Requests

| Group Name | Departure Name | PNR | PNR Code | Departure Date | Flight Number | Request | Status | Remarks |
|--------------|----------------|-----|----------|----------------|---------------|-----------|------------------|---------|
| TESTMANUALTE | TESTMANUALTE | | | 10/10/2020 | LA705 | New Group | Pending Tarifier | |

Once LATAM has created a PNR and has priced it, the group will remain in Validation Pending status in order for the Agency to validate it. Please note that the fares may change between quotation and the creation of the PNR.

| Group Name | Departure Name | PNR | PNR Code | Departure Date | Flight Number | Request | Status | Remarks |
|--------------|----------------|-----|----------|----------------|---------------|-----------|------------------|--------------------------|
| TESTMANUALTE | TESTMANUALTE | | | 10/10/2020 | LA705 | New Group | Pending Validate | Validate |

****The group fare will only be confirmed once a PNR has been created
(NO Tax are included)
Once the group is accepted it goes directly to STOCK.**

2.1 Group Contract

Once your group has been accepted, you will receive an email from SeriesLATAM.

Dear Agency, you can now download the contract of you group TESTMXDAVID with PNR: QWQWQW

If you agree with the conditions, please upload and sign the contract in PDF format by clicking on the group on the menu
CONTRACT/UPLOAD SIGNED


Latam Airlines Group Desk

You will have until the date provided on the contract to load it on the web. If this does not happen, the booking will be automatically cancelled and a new quote for the same group must be requested. Once you sign it, the Group Desk will review if everything is correct.

All the information regarding fare, farebasis, flights and conditions are included on the contract. We advise you to read it carefully before uploading it, as once it is signed , it changes to CONFIRMED Status and conditions start to apply.

3. Inventory

3. Inventory

 Home > Stock New Group Reports Change Password Logout

> Search

Group Name

PNR

Destination/Origin LH

Departure Date

Day

Month


Year

Status

In the Inventory Management module, you will be able to:

- 1- See the complete list of your departures, along with relevant information
- 2- Release seats from your departures
- 3 Modify specific aspects of your departures
- 3 Request additional seats

3.1 Searching a group

 Home > Stock New Group Reports Change Password Logout

> Search

Group Name

PNR

Destination/Origin LH

Departure Date

Day

Month

Year

Status

Search

| Group | Departure | PNR | PNR Code | Departure Date | Flight | Status | Booked | To Issue | Display |
|------------------------|-----------|-----|----------|----------------|--------|--------|--------|----------|---------|
| Select search criteria | | | | | | | | | |

To work on your inventory, first you will have to find the group you want to work with. You can narrow your search using the following options:

- Group Name
- Status: 5 possibilities: Quoted, Confirmed, Issued, Cancelled and Quoted & Cancelled
- Departure date
- Origin/Destination of LH flight
- PNR

3.1 Searching a group

> Search

Group Name

PNR

Departure Date

Day



Month

2019

Status

Destination/Origin LH

Search


| Group | Departure | PNR | PNR Code | Departure Date | Flight | Status | Booked | To Issue | Display |
|-----------------|----------------|--------|----------|----------------|--------|----------|--------|----------|---|
| STUDIOSUSGPSV | SAHPOLARJAN | KFJTBK | 1017 | 04/01/2019 | LA1310 | COTIZADO | 40 | 40 |  |
| MARCOPOLOEZEPUQ | SAHPOLONARGJAN | OJZKIQ | 1072 | 05/01/2019 | LA4585 | COTIZADO | 20 | 20 |  |

Once your search has been narrowed, you will see the results with the following information:

- **Group Name**
- **Departure Name**
- **Status**
- **Departure Date**
- **Flight**
- **Booked:** Booked seats
- **To Issue:** Seats to be issued
- **PNR**
- **PNR Code:** PNR code generated by the Groups website

3.2 Displaying a group

When clicking on your group, you will see all its information, plus the current amount of issued seats, penalties, status, etc.


Home> StockNew GroupReportsChange PasswordLogout

> DisplayRelease SeatsModifyAddPax

| | | | | | |
|----------------|--------------|--------------------------|----------|----------------|-----------------|
| Group Name | TESTMANUALTE | Seats Booked/Issued | 12/0 | LATAM Agent | Alicia Martinez |
| Group Code | 2577 | Contract | LH >= 31 | Tour Code | |
| Route Type | LH | Trip Type | RT | Currency | EUR |
| Deposit Number | | Amount | 0 | To be returned | 0 |
| Penalty | 0 | ADM | 0 | Waiver | 0 |
| | | | | Pending | 0 |

| | | | | | | | | | | |
|-----------|------------|--------------|------------|------------|---------------|-------|-------------|------------|---|----------|
| Outbound: | Departure | 10/10/2020 | Flight | LA705 | Destination | CHILE | Cabin | ECONOMY | Fare Basis | AA22222A |
| Inbound: | Departure | 25/10/2020 | Flight | LA704 | Origin | CHILE | Cabin | ECONOMY | Fare Basis | AA22222A |
| | PNR Code | 3452 | PNR | MMMMMM | Main PNR | | | | <input type="checkbox"/> South American Airpass | |
| | Name | TESTMANUALTE | Status | CONFIRMADO | Validity Date | | Issuance TL | 01/09/2020 | Fare Basis SH | |
| | LH Fare | 710 | SH Fare | 0 | PNR Image | | Remarks | | Remarks in Contract | |
| | Q LH | 0 | Q SH | 0 | | | | | | |
| | Changes LH | 0 | Changes SH | 0 | | | | | | |
| | Booked | 12 | Issued | 0 | To Issue | 12 | Released | 0 | | |

3.2 Displaying a group


Home
> Stock
New Group
Reports
Change Password
Logout

> Display
Release Seats
Modify
AddPax

| | | | | | |
|----------------|--------------|--------------------------|----------|----------------|-----------------|
| Group Name | TESTMANUALTE | Seats Booked/Issued | 12/0 | LATAM Agent | Alicia Martinez |
| Group Code | 2577 | Contract | LH >= 31 | Tour Code | |
| Route Type | LH | Trip Type | RT | Currency | EUR |
| Deposit Number | | Amount | 0 | To be returned | 0 |
| Penalty | 0 | ADM | 0 | Waiver | 0 |
| | | | | Pending | 0 |

In the upper part you will see:

- **Group Name**
- **Group Code** : Generated by the Groups Tool
- **Deposit**: Deposit Number if applicable
- **Route Type**: If the route includes international LH flights or just domestic and regional SH flights
- **Booked/issued seats**
- **Contract**: Type of group contract
- **Trip Type**: One Way or Round Trip
- **Amount**: Amount of deposit if applicable
- **Inside Sales**: LATAM Agent in charge of the group

- **Tour Code**: Required for issuance
- **Currency**: Currency for all amounts related to the group: Fare, Q, Penalties, etc.
- **To return**: Amount to return from deposit in case of penalties
- **Initial Penalty/ADM/Pending** : Incurred penalties settled by Debit Memo or waiver

3.2 Displaying a group

| | | | | | | | | | | |
|-----------|------------|------------|------------|------------|---------------|---------|-------------|---------------------|---|----------|
| Outbound: | Departure | 03/03/2020 | Flight | LA8071 | Destination | BRASIL | Cabin | ECONOMY | Fare Basis | AAAAAAA |
| Inbound: | Departure | 29/03/2020 | Flight | LA8070 | Origin | BRASIL | Cabin | ECONOMY | Fare Basis | SSSSSSSA |
| | PNR Code | 3430 | PNR | ABCDEF | Main PNR | | | | <input type="checkbox"/> South American Airpass | |
| | Name | TESTMANUAL | Status | CONFIRMADO | Validity Date | | Issuance TL | 28/01/2020 | Fare Basis SH | |
| | LH Fare | 1000 | SH Fare | 460 | PNR Image | Remarks | | Remarks in Contract | | |
| | Q LH | 0 | Q SH | 0 | | | | | | |
| | Changes LH | 0 | Changes SH | 0 | | | | | | |

| Domestic/Regional Sectors | | |
|---------------------------|---------------|--------|
| Departure Date | Flight Number | OD |
| 05/03/2020 | LA8100 | GRULIM |
| 20/03/2020 | LA2381 | LIMGRU |

| Booked | Issued | To Issue | Released |
|--------|--------|----------|----------|
| 25 | 0 | 22 | 3 |

In the lower part, you will be able to see all the information of the requested flights, along with issuing TL, fare basis, Fare, Q, and status, which can be:

- Quoted: The group has been approved but the contract has not been yet signed
- Confirmed: The contract has been signed and penalty ranges start to apply
- Quoted & Cancelled: The group was approved but no contract was signed after the TL given on the contract
- Cancelled: The group has been cancelled and all seats have been released

All the information regarding domestic and regional flights along with booked seats, reduced seats and seats to issue will also be displayed.

3.2 Releasing seats

> Display **Release Seats** Modify AddPax

Group Name: TESTMANUAL Seats Booked/Issued: 25/0 LATAM Agent: Alicia Martinez
Group Code: 2558 Contract: LH >= 31 Tour Code:
Route Type: LH Trip Type: RT Currency: EUR
Deposit Number:
Amount: 0 To be returned: 0
Penalty: 0 ADM: 0 Waiver: 0 Pending: 0

Found: Departure: 03/03/2020 Flight: LA8071 Cabin: ECONOMY
Found: Departure: 29/03/2020 Flight: LA8070 Cabin: ECONOMY
PNR Code: 3430 PNR: ABCDEF
Name: TESTMANUAL Status: CONFIRMAB Insurance TL: 28/01/2020
LH Fare: 1000 SH Fare: 460 PNR Image:
Q LH: 0 Q SH: 0 Remarks:
Changes LH: 0 Changes SH: 0

Domestic/Regional Sectors

| Departure Date | Flight Number | OD |
|----------------|---------------|--------|
| 05/03/2020 | LA8100 | GRULIM |
| 20/03/2020 | LA2381 | LIMGRU |

When clicking on Release, a pop-up window will appear asking for the number of seats from the group to be released.

Number of
Seats

1

Release

Your seat release request has been sent

Click to continue

3.2 Releasing seats

| | | | | | |
|----------------|--------------|--------------------------|----------|----------------|-----------------|
| Group Name | TESTMANUALTE | Seats Booked/Issued | 12/0 | LATAM Agent | Alicia Martinez |
| Group Code | 2577 | Contract | LH >= 31 | Tour Code | |
| Route Type | LH | Trip Type | RT | Currency | EUR |
| Deposit Number | | Amount | 0 | To be returned | 0 |
| Penalty | 0 | ADM | 0 | Waiver | 0 |
| | | | | Pending | 0 |

| | | | | | | | | | | |
|------------|--------------|------------|------------|---------------|-------------|---|------------|---------------------|------------|----------|
| Outbound: | Departure | 10/10/2020 | Flight | LA705 | Destination | CHILE | Cabin | ECONOMY | Fare Basis | AA22222A |
| Inbound: | Departure | 25/10/2020 | Flight | LA704 | Origin | CHILE | Cabin | ECONOMY | Fare Basis | AA22222A |
| PNR Code | 3452 | PNR | MMMMMM | Main PNR | | <input type="checkbox"/> South American Airpass | | | | |
| Name | TESTMANUALTE | Status | CONFIRMADO | Validity Date | | Issuance TL | 01/09/2020 | Fare Basis SH | | |
| LH Fare | 710 | SH Fare | 0 | PNR Image | | Remarks | | Remarks in Contract | | |
| Q LH | 0 | Q SH | 0 | | | | | | | |
| Changes LH | 0 | Changes SH | 0 | | | | | | | |

| Booked | Issued | To Issue | Released |
|--------|--------|----------|----------|
| 12 | 0 | 12 | 0 |

| Date | Issued | Released | Period | Reviewed |
|------------|--------|----------|--------|----------|
| 03/10/2019 | 0 | 1 | >74 | NO |

The status of the revision will be NO until a LATAM agent reviews the request and confirms it.

The released seats will not be properly released until a LATAM agent works on it. If any penalties are to be applied, they will be displayed in the Initial Penalty field.

3.3 Modifications

| | | | | | |
|----------------|--------------|---------------------|----------|----------------|-----------------|
| Group Name | TESTMANUALTE | Seats Booked/Issued | 12/0 | LATAM Agent | Alicia Martinez |
| Group Code | 2577 | Contract | LH >= 31 | Tour Code | |
| Route Type | LH | Trip Type | RT | Currency | EUR |
| Deposit Number | | Amount | 0 | To be returned | 0 |
| Penalty | 0 | ADM | 0 | Waiver | 0 |
| Pending | 0 | | | | |

| | | | | | | | | | | |
|------------|--------------|------------|------------|---------------|-------------|-------------|------------|---------------------|------------|----------|
| Outbound: | Departure | 10/10/2020 | Flight | LA705 | Destination | CHILE | Cabin | ECONOMY | Fare Basis | AA22222A |
| Inbound: | Departure | 25/10/2020 | Flight | LA704 | Origin | CHILE | Cabin | ECONOMY | Fare Basis | AA22222A |
| PNR Code | 3452 | PNR | MMMMMM | Main PNR | | | | | | |
| Name | TESTMANUALTE | Status | CONFIRMADO | Validity Date | | Issuance TL | 01/09/2020 | Fare Basis SH | | |
| LH Fare | 710 | SH Fare | 0 | PNR Image | | Remarks | | Remarks in Contract | | |
| Q LH | 0 | Q SH | 0 | | | | | | | |
| Changes LH | 0 | Changes SH | 0 | | | | | | | |

| | | | |
|--------|--------|----------|----------|
| Booked | Issued | To Issue | Released |
| 12 | 0 | 12 | 0 |

| Date | Issued | Released | Period | Reviewed |
|------------|--------|----------|--------|----------|
| 03/10/2019 | 0 | 1 | >74 | NO |

[Modify](#)

Once you click on Modify, a request will be generated, but the travel agents will not see it until a LATAM agent has approved it.

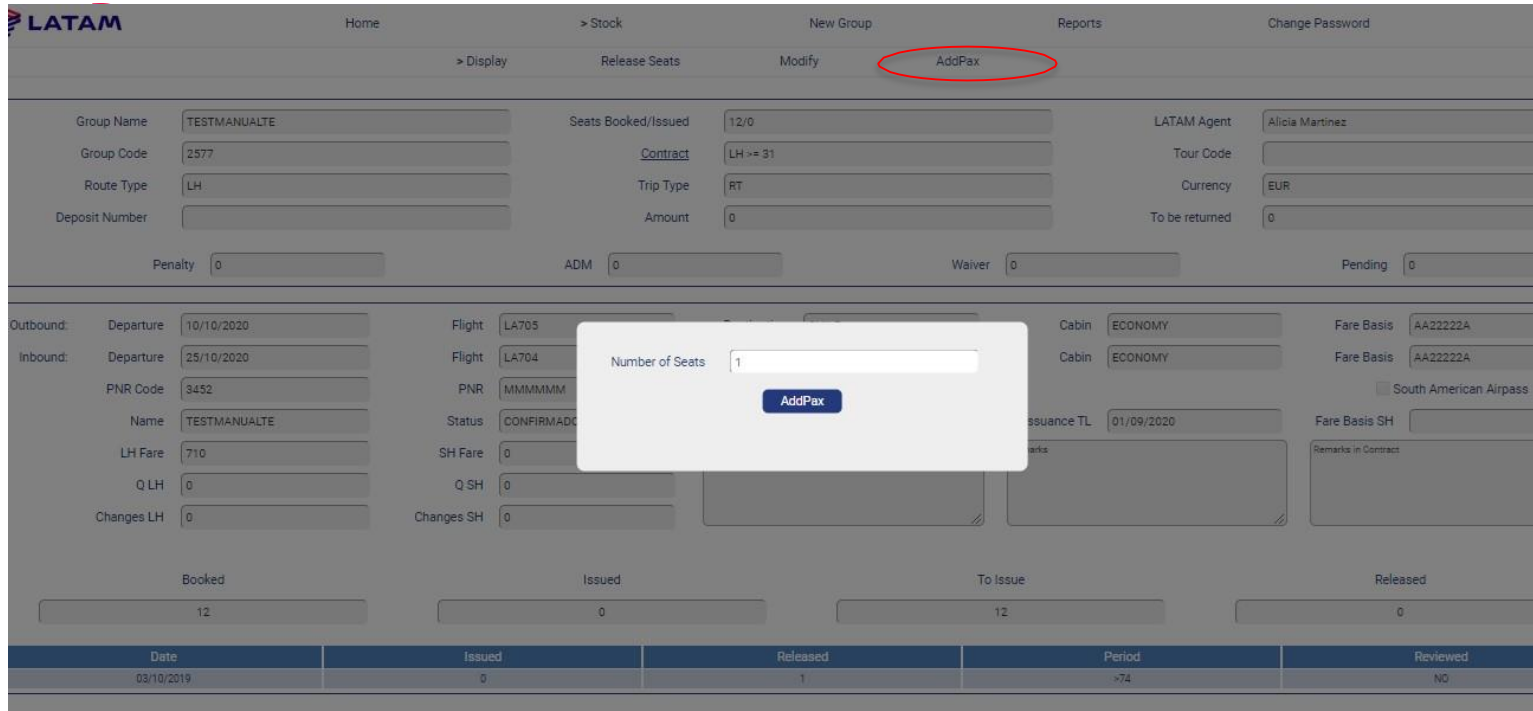
The Modification tool enables you make three different requests:

- Change of departure date
- Change of flight
- Change of destination

**** Inbound AND outbound flights cannot be modified, since that should be treated as a new group**

Please note that any change of flight, date or destination is subject to availability.

3.4 Add



The screenshot shows the LATAM system interface. At the top, there are navigation links: Home, Stock, New Group, Reports, and Change Password. Below these, there are tabs: Display, Release Seats, Modify, and AddPax (which is circled in red). The main form contains various fields for group information, including Group Name, Group Code, Route Type, Deposit Number, Seats Booked/Issued, Contract, Trip Type, Amount, LATAM Agent, Tour Code, Currency, To be returned, Penalty, ADM, Waiver, and Pending. A pop-up window is displayed over the main form, asking for the 'Number of Seats' to be added, with the value '1' entered and an 'AddPax' button.

| Date | Issued | Released | Period | Reviewed |
|------------|--------|----------|--------|----------|
| 03/10/2019 | 0 | 1 | >74 | NO |

When clicking on Add pax, a pop-up window will appear demanding the number of seats to add

As in the rest of modifications, the requested change will not appear on the tool until a LATAM agent validates it.

Please note that any change of flight, date or destination is subject to availability.

.

Add pax window with 2 different PNRs

Once a LATAM agent has updated your request, the new PNR for the additional seats will be displayed along with additional information:

| > Display | | Release Seats | | Modify | | AddPax | | | |
|-------------------------------|--------------|--------------------------|------------|----------------|-----------------|---|------------|---------------------|---------|
| Group Name | TESTMANUALTE | Seats Booked/Issued | 12/0 | LATAM Agent | Alicia Martinez | | | | |
| Group Code | 2577 | Contract | LH >= 31 | Tour Code | | | | | |
| Route Type | LH | Trip Type | RT | Currency | EUR | | | | |
| Deposit Number | | Amount | 0 | To be returned | 0 | | | | |
| Penalty | 0 | ADM | 0 | Waiver | 0 | Pending | 0 | | |
| PNRs - MMMMMM - PNRADD | | | | | | | | | |
| Outbound: Departure | 10/10/2020 | Flight | LA705 | Destination | CHILE | Cabin | ECONOMY | Fare Basis | AA2222A |
| Inbound: Departure | 25/10/2020 | Flight | LA704 | Origin | CHILE | Cabin | ECONOMY | Fare Basis | AA2222A |
| PNR Code | 3452 | PNR | MMMMMM | Main PNR | | <input type="checkbox"/> South American Airpass | | | |
| Name | TESTMANUALTE | Status | CONFIRMADO | Validity Date | | Issuance TL | 01/09/2020 | Fare Basis SH | |
| LH Fare | 710 | SH Fare | 0 | PNR Image | | Remarks | | Remarks in Contract | |
| Q LH | 0 | Q SH | 0 | | | | | | |
| Changes LH | 0 | Changes SH | 0 | | | | | | |
| Booked | 12 | Issued | 0 | To Issue | 12 | Released | 0 | | |
| Date | Issued | | Released | | Period | | Reviewed | | |
| | 0 | | 1 | | >74 | | NO | | |

desarrollolatlantam.com/grupos/en/neqoTtoHome.asp

The first PNR contains information about the original group and the second PNR contains information about the additional seats.

