



Dear Agent,

## Collection policies for detection “O&D Circumvention”

When LATAM provides a level of availability for a origin-destination (O&D) requested by the travel agent in its GDS, the availability of an Origin-Destination cannot be exploited in order to use it in another Origin-Destination.

**PNR Example: This DOES apply to an irregular case under the O & D Circumvention policy.**

### **119AUGGRUCDG+LA«**

19AUG MON GRU/Z-3 CDG/#5  
1LA/\*\* 8108 J7 C7 D7 I7\*GRUCDG 1135P 405P+1 359 DB 0 DCA /E  
Z7 Y7 B7 H7 K7 M7 L7 V7 X0 **S0**

### **119AUGSCLCDG+LA«**

19AUG MON SCL/AST CDG/#6  
1LA 712 J7 C7 D7 I7\*SCLGRU 410P 900P 788 M 0 MWJ DCA /E  
Z7 Y7 B7 H7 K7 M7 L7 V7 X7 **S7**  
2LA/\*\* 8108 J7 C7 D7 I7\* CDG 1135P 405P+1 359 DB 0 DCA /E  
Z7 Y7 B7 H7 K7 M7 L7 V7 X7 **S7**

### **01S1\***

RECORD LOCATOR REQUESTED  
1.1TORRES/PEDRO  
**1 LA8108S 19AUG M GRUCDG HK1 1135P 405P 20AUG T /DCLA /E**  
**OPERATED BY LATAM AIRLINES BRASIL**  
TKT/TIME LIMIT  
1.TAW/

This O&D could be different regarding the level of availability delivered if the flight segments were requested separately and not using a complete O&D program.

Any PNR that has not been reserved in accordance with the availability requested in the GDS for original O & D or that contains reservations received through manipulations before or after the PNR is closed, this will be monitored by LATAM. When such manipulations are detected, **LATAM will be entitled to cancel the PNR if it has not yet been issued and collect an ADM/Invoice. If the PNR has already been issued, an ADM / Invoice will be charged.**

The travel agents that issue these reservations are responsible for this bad practice, even if it is not the agent that originally generated the reservation, since when issuing that reservation, they assume full responsibility for them. When a PNR is created or modified, the travel itinerary must be reserved in the order in which it will be used. Full availability of O&D is mandatory, regardless of whether the reservation includes only LATAM flights and/or includes codeshare flights and/or flights from other airlines. The requested O&D availability must be reflected in the PNR.

**In summary:** The original O&D requested in the GDS must be the same as the one confirmed in the PNR.

**Additionally, I detail the following casuistry:** When the O&D is requested in the GDS separately, that is, "Section by Section", this would not be an irregular case under the O & D Circumvention policy.

**Example: Separate request for each section of the FRAMAD MADLIM LIMCUZ route**

123DECFRAMAD+LA<<  
23DEC MON FRA/Z+1 MAD/+0  
RECORDAR INGRESAR ELEMENTO DOCS EN VUELOS DESDE Y HACIA EE UU  
1LA 705 J7 C7 D0 I0 Z0 U0 Y7\*FRAMAD 1925 2155 789 S 0 XTJS /E  
B7 H7 K7 M0 L0 V0 X0 S0

123DECMADLIM+LA<<  
23DEC MON MAD/Z+1 LIM/EST-6  
RECORDAR INGRESAR ELEMENTO DOCS EN VUELOS DESDE Y HACIA EE UU  
1LA\*5436 J7 C7 D7 I0 Z0 Y7\*MADLIM 2355 0555+1 346 BD 0 MWF /E  
B7 H7 K7 M7 L7 V7 X7 S7 N7  
OPERATED BY IBERIA FOR LATAM AIRLINES GROUP

124DECLIMCUZ+LA<<  
24DEC TUE LIM/EST CUZ/EST+0  
1LA\*2023 Y7 B7 H7 K7 M7 L7 V7\*LIMCUZ 0813 0940 319 G 0 /E  
X7 S7 N7 Q0 O0 G0 T0 A0  
OPERATED BY LATAM AIRLINES PERU

This sale must be made in the classes available at that minute.

**PNR Example: This would NOT be an irregular case under the O & D Circumvention policy.**

**119AUGSCLGRU+LA<<**  
19AUG MON SCL/AST GRU/+1  
1LA 712 J7 C7 D7 I3SCLGRU 410P 900P 788 M 0 MWJ DCA /E  
Z0 Y7 B7 H7 K7 M7 L7 V7 X7 S0

**119AUGGRUCDG+LA<<**  
19AUG MON GRU/Z-3 CDG/+5  
1LA/\*\* 8108 J7 C7 D7 I7GRUCDG 1135P 405P+1 359 DB 0 DCA /E  
Z7 Y7 B7 H7 K7 M7 L7 V7 X7 S0  
01X1  
1.1TORRES/PEDRO  
**1 LA 712X 19AUG M SCLGRU HK1 410P 900P /DCLA\*EHZMYC /E**  
**2 LA8108X 19AUG M GRUCDG HK1 1135P 405P 20AUG T**  
**/DCLA\*EHZMYC /E**  
**OPERATED BY LATAM AIRLINES BRASIL**

All the best,

LATAM Income Integrity Team