

The logo features the text "NDC by LATAM" in white. "NDC" is in a large, sans-serif font, "by" is in a smaller, lowercase sans-serif font, and "LATAM" is in a bold, uppercase sans-serif font. The text is enclosed within a purple, rounded rectangular frame that has a slight 3D effect.

**NDC** *by*  
**LATAM**



We invite you on *board* to  
learn *more* about a new way  
to *connect* with us.



## What is **NDC by LATAM?**

NDC by LATAM is our new **distribution tool** which uses New Distribution Capability technology. It's built under the same architecture as our LATAM.com channel, giving you access to the **LATAM content**, to offer your customers a better service.





## Time for **innovation**

The industry is changing. **NDC by LATAM** is part of our strategy to deliver cross-channel, **high quality** content and servicing with a solution that **considers** the needs of the travel agencies.



# New technology

Moving from EDIFACT to NDC

## EDIFACT



Prices/Fares are limited by approximately 26 classes;



Many ancillaries cannot be booked in GDS;



Products structured by price and schedule only;



No rich content to describe and differentiate products.

## NDC by LATAM



Competitive advantage;



Personalized offer for our clients;



Access LATAM content;



Better relationship with the airline.



## Our **Benefits**

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You'll have short and long term benefits since our focus is on giving you access to our **LATAM's content without a additional charge to the fare.** We'll continue developing and improving our tool so you can have the **best experience**, and we'll count on an adequate speed-to-market to deliver every new product.

# A world of benefits for you!

## More competitiveness

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- Access to LATAM content;
- Connect to continuous prices [TBD];
- Customize and adapt your offer;
- Avoid/reduce cost recovery distribution fees.

## More efficiency & autonomy

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- Access products and fare information in real time;
- Access richer content efficiently;
- Autonomy on reissues, exchanges and refund.

## NDC Products

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- Access to exclusive content;
- Access to a broader catalog of ancillary products;
- Smoother post-sales processes.

## NDC Care

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Support from a dedicated team in 3 groups:

- [G2M commercial team](#),
- [API Tech Team](#) and
- [GSS Operations team](#).



## **Connect!**

**NDC by LATAM** has been created so that **every travel agency** or travel company is eligible to use it. That's why we've been developing different channels to suit the needs of every type of agency, available in **many countries with multiple languages**. Agents who want to access NDC by LATAM directly, either for booking or servicing, will need to be **accredited by LATAM**.



NDC by  
**LATAM**



# Connecting NDC by LATAM

Because every agency has different needs, we have worked to provide various types of connections so that you can choose the best option for you.

## Via NDC Portal

Our online website, for agencies where you can access LATAM's NDC content for free, with no connecting costs or developments required.

## Via NDC API

This is the application program interface that allows you to connect LATAM's NDC content to your own software. Find more at our [developers portal](#).

## Via Aggregator

Third-party technology supplier. We approve and recommend these suppliers to give you the best service and level of fulfillment of the tool.



## NDC Portal

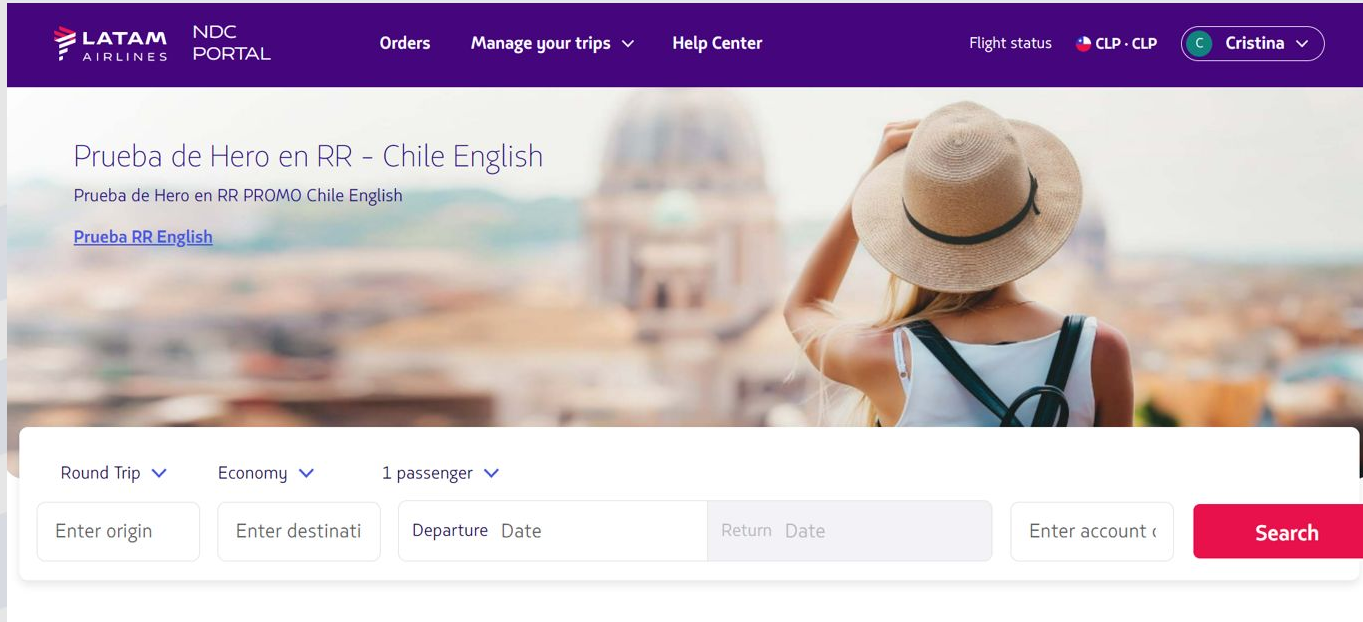
In our portal it is **easy** to:

- Shop & Book tickets;
- Issue ancillaries;
- Manage post-sales services;
- Generate sales reports;
- Manage user accesses [WIP];
- Sell in multi-POS [WIP];
- No need to install and update software.



# NDC by LATAM Portal

Access all LATAM's NDC content on our Portal! It was designed to be intuitive and easy to navigate.



The screenshot displays the LATAM NDC Portal interface. At the top, there is a purple navigation bar containing the LATAM logo, 'NDC PORTAL', and menu items: 'Orders', 'Manage your trips', and 'Help Center'. On the right side of the bar, it shows 'Flight status', a flag icon for 'CLP - CLP', and a user profile dropdown for 'Cristina'. Below the navigation bar is a large banner image of a woman wearing a straw hat, looking out over a cityscape. The main content area features the text 'Prueba de Hero en RR - Chile English' and 'Prueba de Hero en RR PROMO Chile English', with a link for 'Prueba RR English'. At the bottom, there is a white search form with dropdown menus for 'Round Trip', 'Economy', and '1 passenger'. The search fields include 'Enter origin', 'Enter destinati', 'Departure Date', 'Return Date', and 'Enter account', followed by a red 'Search' button.

# NDC by LATAM Portal

And find tutorials, FAQ, useful links and much more at [latamtrade.com](https://latamtrade.com) (Where you can also reach us on the “contact us form”).

The screenshot displays the LATAM Trade website interface. At the top, there is a dark blue navigation bar with the LATAM AIRLINES logo on the left and several menu items: "Know our benefits", "About Us", "News & Contingencies", "Commercial Policy", "United States (English)", and "Preferred Partners Club" with a "Log In" button. Below the navigation bar, the page title "LATAM TRADE" is visible. A breadcrumb trail shows "Home | Commercial Policy | Explore NDC by LATAM". A search bar is located on the right side of the page. The main content area features a heading "NDC by LATAM | Explore NDC by LATAM" with an information icon. To the left, a "Related" sidebar lists "Explore NDC by LATAM", "Connect", "Frequently Asked Questions", and "Useful Links". The main content area includes a section titled "What is NDC by LATAM?" with a sub-heading "NDC by LATAM" and the tagline "Access all of our products with the best technology." Below this is a banner image showing two people looking at a laptop. A "Feedback" button is visible on the right side of the page.



## NDC Developers Portal

Our complete documentation and **API information** can be found at our [NDC Developers Portal](#). Contact us through the form available on [latamtrade.com](https://latamtrade.com) for access.

# Partner Aggregators

We are working with top of the market aggregators, some of them are:



# NDC by LATAM Journey

Cool, now that you are interested in connecting to **NDC by LATAM**, here is the step-by-step for each type connection! It's **very simple**, but you can always contact us if you still have any questions!

## Via NDC Portal



Fill out this new user [form](#);  
(The request must be done by the agency ADMIN user).



You will then receive a temporary password in your e-mail;



Change the password and you are ready to go!



If you have any questions, you can contact us at [grp\\_ndc@latam.com](mailto:grp_ndc@latam.com)

## Via NDC API



Create a new user on our Sand box following this [step-by-step](#);



Check the API documentation;



Sign our API contract;



Develop and test (pilot);



Get your certification with [grp\\_ndcsupport@latam.com](mailto:grp_ndcsupport@latam.com)



You are ready to go!

## Via Aggregator



Check our approved and recommended aggregator partners at [LATAM TRADE](#);



Give us permission to setup your credentials;



You are ready to go!



If you have any questions, you can contact us at [grp\\_ndcgo2market@latam.com](mailto:grp_ndcgo2market@latam.com)



# NDC by LATAM

## Functionalities

LATAM is delivering a tool that considers travel agency needs and it is currently **ARM certified by IATA**. Here you can find our main functionalities, and the complete list is available [here](#).



Already available:

*Shop & Book: online, offline & codeshare*

*Rich Content (Products Description)*

*Pax type: ADT, CHD and INF*

*Public and Private Fares*

*Add ancillaries*

*Change dates*

*Change notifications*

*Void & Refund*

*Multiple forms of payment per POS*

*Check the complete list of functionalities [here](#)*



In progress:

*Multicity/Open jaw*

*Change route*



Not there yet...

*Groups*



## Incentives Plan

Besides the financial aid for connection, **NDC by LATAM** will have a series of incentives\* for the use of the NDC by LATAM tool via any of the three available channels

**01.** Base Incentive

**02.** Incentive by targets

**03.** Incentive for ancillaries

\*Conditions in force from May 1<sup>st</sup>, 2023 until April 30<sup>th</sup>, 2024. Subsequently, new conditions may apply or the incentive may not be renewed.



# Incentives Plan 01. Base Incentives

**US\$0.50** for each Domestic passenger-segment issued

**US\$1.50** for each Regional passenger-segment issued

**US\$2.00** for each Long-Haul passenger-segment issued



## Applies to

Applicable to passenger-segment issued via “NDC by LATAM”;

Applicable only to flights operated by LATAM



## Attention

No applicable to passenger-segment in Bundle Basic for domestic routes and passenger-segment in Brazil domestic flights

Paid at the same moment as the back-end performance incentive payment;

Case 1: SCL-GRU (LIGHT), GRU-NAT (LIGHT). Incentive: US\$1.50 (paid only on the segment SCL-GRU)

Case 2: CLO-BOG (BASIC) BOG-MIA(LIGHT). Incentive: US\$2.00 (paid only on the segment BOG-MIA)

Case 3: LIM-GRU (LIGHT), GRU-FRA (LIGHT). Incentive: US\$3.50 (paid in both segments LIM-GRU and GRU-FRA)



## Incentives Plan

## 02. Incentive by target

# US\$1.00

For each passenger-segment issued above the penetration target;

The penetration objective contemplates the participation of NDC by LATAM within the total of LATAM passengers above 25%.

On this surplus of more than 25%, the incentive will be US\$1.00 for all passengers-segment.



### Applies to

Only passengers-segment issued above the established objectives;

Applicable only to flight operated by LATAM



### Attention

This applies between MAY1 and OCT 31, 2023.

Target to be defined between NOV 2023 and APR 2024.

Paid at the end of each 6 months period.

Case 1: AGY issued 100 PAX-SEG LA; 25 PAX-SEG in NDC (25% NDC) : Incentive US\$0.00;

Case 2: AGY issued 100 PAX-SEG LA; 100 PAX-SEG in NDC (100% NDC) : Incentive US\$75 (100 real - 25 target = 75 pax)

Case 3: AGY issued 100 PAX-SEG LA; 80 PAX-SEG in NDC (80% NDC) : Incentive US\$55 (80 real - 25 target = 55 pax)



## Incentives Plan 03. Incentive for ancillaries

**5%** of ancillaries sales in NDC by LATAM



### Applies to

Seats and luggage sales via “NDC by LATAM”;  
Applicable only to flight operated by LATAM



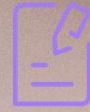
### Attention

Not applicable to other ancillaries and ancillaries sold via different channels  
Paid at the same moment as the back-end performance incentive payment;

Case 1: 100 USD seats and bags in NDC. Incentive 5 USD;

Case 2: 100 USD priority boarding in NDC. Incentive 0 USD;

Case 3: 100 USD seats + 100 priority boarding in NDC. Incentive 5 USD (Paid only on seats sales);



## Your **feedback**

We invite you to try **NDC by LATAM** and give us your feedback. We're continually developing the tool by working with agencies to get the **best functionalities** to satisfy market needs, so your opinion is **very important** to us!





# Thank you!

For more information, please contact  
the Go2Market Team

[Grp\\_ndcgo2market@latam.com](mailto:Grp_ndcgo2market@latam.com)