

Welcome to

# Cargo Rewards

Our loyalty program that turns the tons  
you move with us into rewards redeemable  
for airline tickets



With this simple tutorial you will learn to  
redeem your rewards



## Redeem your miles following this steps:



1. Go to [www.latam.com](http://www.latam.com) and use your account information to log in
2. Enter basic information for your trip and click on “Use LATAM Pass Miles”
3. Confirm the dates or check travel alternatives
4. Select the most convenient flights
5. Choose your seats, baggage and other travel options, and input passenger(s) and contact information
6. Select a payment method to pay for taxes, fees and balance

Congratulations! You redeemed your cargo rewards for tickets!

# Redeem your miles

## Step 1



Go to [www.latam.com](http://www.latam.com) and use your account information to log in

**LATAM AIRLINES** Deals and destinations ▾ My Trips ▾ Help Center Flight status LATAM Pass [LATAM Pass](#) [USD · \\$](#) [Log in](#)

Fly to South America from USD 295  
Fly With LATAM Airlines: Explore pathways full of an array of colors and flavors.  
[Book now](#)

[Flights](#) [Hotels](#) [Cars](#) [Review baggage policy](#)

Round Trip ▾ Economy ▾ 1 passenger ▾  Use LATAM Pass Miles

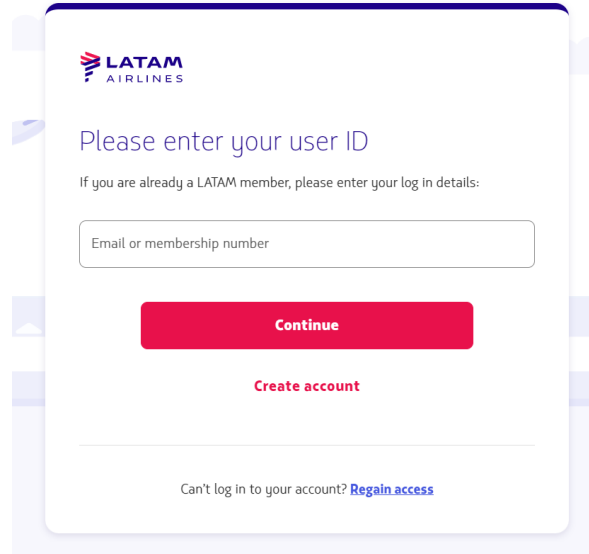
Enter origin Enter destination Departure Date Return Date [Search](#)

# Redeem your miles

## Step 1



Log in with your user ID (email address or membership number) and your password

A screenshot of the LATAM Airlines login page. At the top left is the LATAM AIRLINES logo. Below it, the text reads "Please enter your user ID". Underneath, it says "If you are already a LATAM member, please enter your log in details:". There is a text input field with the placeholder text "Email or membership number". Below the input field is a red button labeled "Continue". Underneath the button is a link labeled "Create account". At the bottom of the page, there is a link that says "Can't log in to your account? [Regain access](#)".

*If you don't know your password or can't access your account, please click in the [Regain Access](#) link, and follow the instructions .*

# Redeem your miles

## Step 2



After entering your account, enter your trip information:

A screenshot of the LATAM flight search interface. At the top, there are tabs for "Flights", "Hotels", and "Cars". Below the tabs, there are dropdown menus for "Round Trip", "Economy", and "1 passenger". To the right of these is a checkbox labeled "Use LATAM Pass Miles" which is currently unchecked. Below the dropdowns are input fields for "Enter origin", "Enter destination", "Departure Date", and "Return Date". A red "Search" button is on the right. A "Review baggage policy" link is in the top right corner.

Click Use **LATAM Pass Miles**, and then start the search

A screenshot of the LATAM flight search interface, similar to the previous one but with the "Use LATAM Pass Miles" checkbox checked and circled in red. The input fields are now populated: "Santiago de Chile, SCL - C" for origin, "Punta Arenas, PUQ - Chile" for destination, "Departure Mon. Feb 20" for the departure date, and "Return Sun. Feb 26" for the return date. The "Search" button remains red.

# Redeem your miles

## Step 3



Check the travel alternatives, and confirm the dates:

The screenshot shows the LATAM website search interface. At the top, there is a navigation bar with the LATAM AIRLINES logo, currency (CLP - \$), and a user profile icon. Below this, the search criteria are displayed: "Ida y Vuelta" (round trip), "Economy" class, "1 pasajero" (1 passenger), and a checked box for "Usar Millas LATAM Pass". The origin is "Santiago de Chile, SCL - Chile" and the destination is "Nueva York, NYC - Estados Unidos". The departure date is "Ida lun. 13 feb" and the return date is "Vuelta dom. 19 feb". A red "Buscar" button is on the right.

Below the search criteria, there is a notification box: "Visita nuestro Centro de información COVID-19." Below that, the heading "Elige un vuelo de ida" is shown, along with a sorting option "Ordenado por: Recomendado" and a note "El orden aplicara para tu vuelo de ida y vuelta." There are two tabs: "Más económico" (selected) and "Más rápido".

Flight Details	Duration	Departure	Arrival	Fare
23:55 SCL Directo	10 h 35 min	8:30 <sup>11</sup> JFK	Adulto desde 35.000 millas + tasas	
12:00 SCL 1 parada	12 h 59 min	22:59 JFK	Adulto desde 49.500 millas + tasas	



Check that the Use LATAM Miles box is selected

# Redeem your miles

## Step 4



Select the most convenient flights and categories available for your flight

Flight search results for Santiago de Chile, SCL - Chile to Nueva York, NYC - Estados Unidos, departing Monday, Feb 13, and returning Sunday, Feb 19.

Options shown:

- Light:** 35.000 millas. Includes: Bolso o mochila pequeña, Equipaje de mano 10 kg, Cambio con cargo.
- Plus (Mejor opción):** 41.250 millas. Includes: Bolso o mochila pequeña, Equipaje de mano 10 kg, 1 equipaje bodega 23 kg, Cambio con cargo, Selección de asiento, 30 % de devolución.
- Top:** 45.834 millas. Includes: Bolso o mochila pequeña, Equipaje de mano 10 kg, 2 equipajes bodega 23 kg, Cambio sin cargo, Asiento LATAM+, Devolución total.
- Plus (Premium Business):** 173.000 millas. Includes: Bolso o mochila pequeña, Equipaje de mano 16 kg, 3 equipajes bodega 23 kg, Cambio con cargo, Asiento cama, 30 % de devolución.



Repeat this to select your return flight

# Redeem your miles

## Step 5



Choose your seats (or select the random seat option), your baggage and other travel options. Then continue to enter the passenger information details:



### Pasajeros

**Adulto**

Pasajeros Guardados

Nombre  Apellido

Fecha de nacimiento\*

Género

Nacionalidad

### Detalle de viaje

**Vuelos**  
9840 Millas + CLP 13.668  
(equivalentes a CLP 83.648)

**Precio final**  
9840 Millas + CLP 13.668  
Incluye Tasas e Impuestos

**Continuar**



# Redeem your miles

## Step 6



Select a payment method to pay for taxes, fees and balance, and verify that your email address is correct

Elige cómo quieres pagar

**LATAM Pass**  
Disponible 18.655 millas  
A utilizar 10122 millas

Agregar tarjeta de crédito

Envío de comprobante

**1** Verifica que el email esté bien escrito.  
La persona que recibe el comprobante será el administrador del viaje y podrá solicitar devoluciones.

jacintahederra@gmail.com [Cambiar](#)

Acepto los [términos y condiciones de la compra](#) y del [programa LATAM Pass](#)

**Pagar**



Remember to accept the terms and conditions of the program

# Redeem your miles

## Step 6



Add your credit card information, and then proceed to payment

Ingresa los datos de tu tarjeta ×

Número de tarjeta

Nombre y apellido

Tal como aparece impreso en la tarjeta.

Expiración



Guardar esta tarjeta para futuras compras.

Agregar




*For the payment, follow the instructions provided by you bank*

# Redeem your miles

## Step 7



After the payment is accepted, you will receive an email confirming the miles redemption, and the details of your trip



### Tu canje de millas fue exitoso

Hola

Recuerda utilizar tu mascarilla en todo momento el día de tu viaje (no podrás volar sin ella) y de verificar las medidas y [restricciones de acceso](#) vigentes para cada país.

Canjeamos tus millas exitosamente. Este es el detalle de tu viaje:

Código de reserva **XXXX**

Revisa el detalle de tus vuelos.

#### Itinerario

Tramo 1	Salida	Llegada	Vuelo	Cabina	Equipaje
Miércoles 03 marzo 2021	20:30 Temuco (ZCO)	21:54 Santiago de Chile (SCL)	LA234 Operado por: LATAM Airlines Chile	Economy-T	Sólo incluye equipaje de mano

#### Pasajeros:

Tipo	Nombre	Apellido	Documento de identidad	Pasajero frecuente
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#### Tickets

Pasajero	Trayecto	Numero de ticket
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A decorative graphic on the left side of the page consisting of three parallel, slanted, rounded rectangular bars in a light purple color, stacked vertically and slightly offset to the right.

# Congratulations

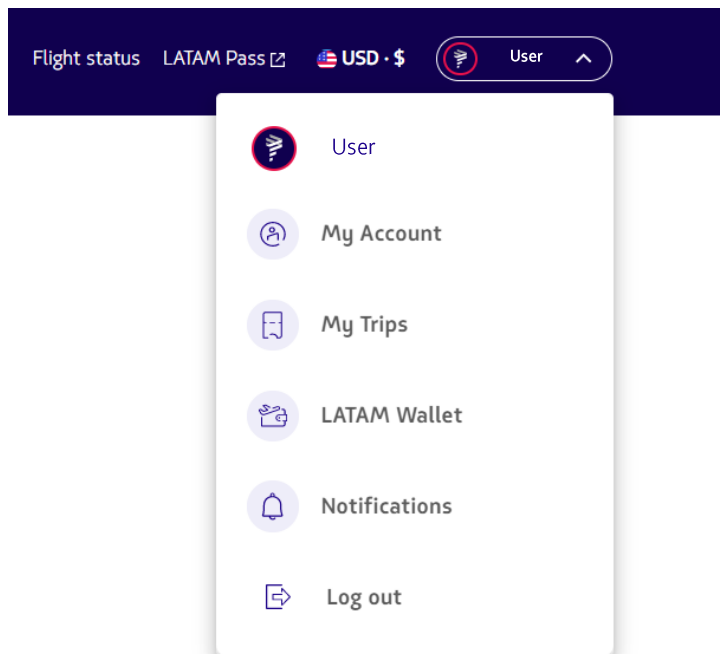
You redeemed your rewards for tickets

Enjoy your trip with the benefits offered by

## Cargo Rewards



If you need to find information about your account and redeemed tickets, you can find it in the account icon at the right corner of the screen





If you have any questions or issues regarding this program, please contact the Cargo Rewards Team:

[cargorewardsteam@latam.com](mailto:cargorewardsteam@latam.com)

