

International Product PORTFOLIO

Get to know the services and care options we have designed for you

Bringing opportunities closer



Services

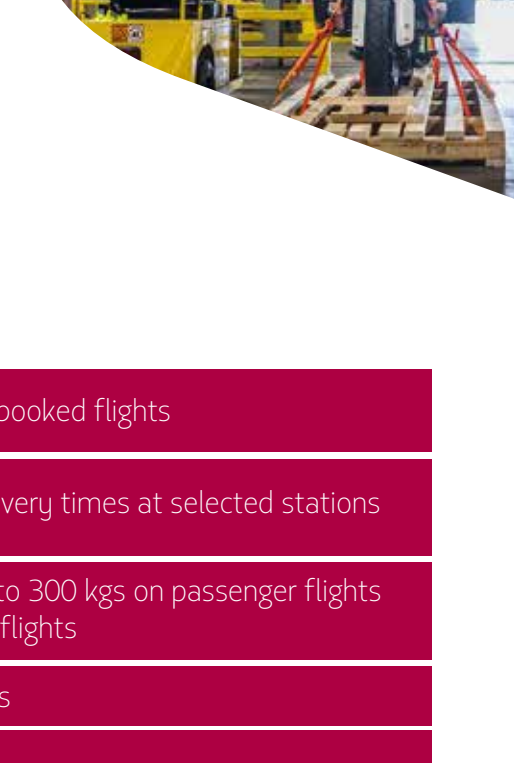
- EXP
- STD
- FLX

Care Options

- PHARMA
- ALIVE
- SECURE
- HUMAN REMAINS
- POSTAL
- OVERSIZE
- COURIER
- BASIC
- FRESH

SERVICES

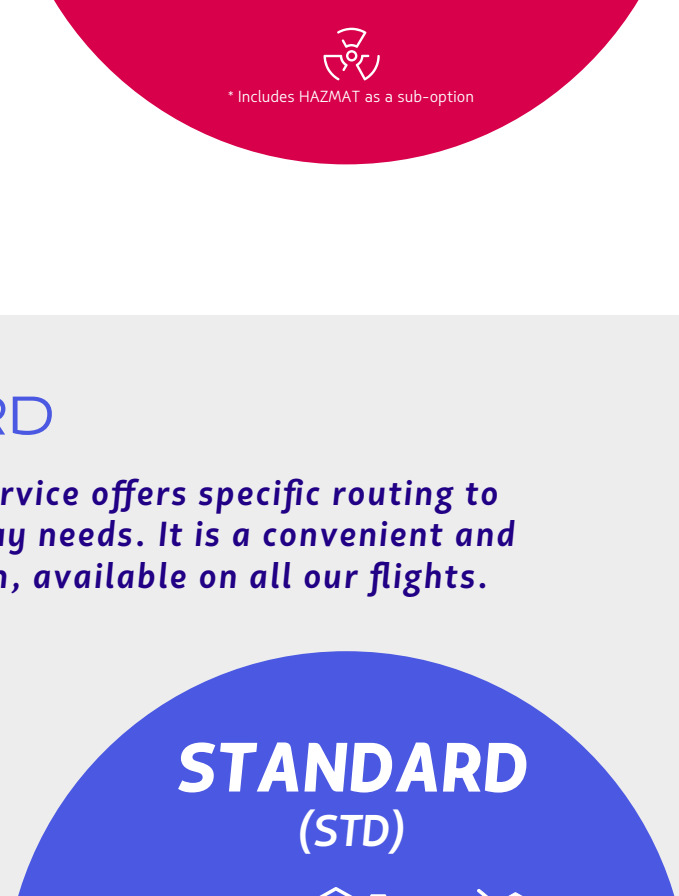
For more information about our services, please visit <https://www.latamcargo.com/en/services>



EXPRESS

Our EXPRESS service offers immediate confirmation on booked flights, guaranteeing your shipments' preferential status at all times.

May be combined with the following care options:



SLA FEATURES

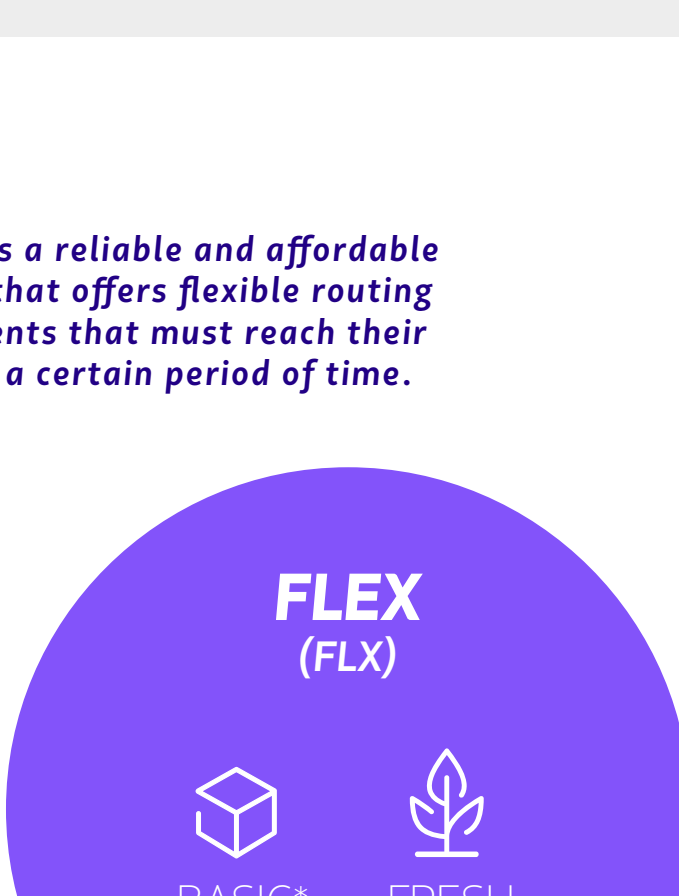
- Highest loading priority on booked flights
- Reduced reception and delivery times at selected stations
- Guaranteed booking of up to 300 kgs on passenger flights and 1,000 kgs on freighter flights
- Available on selected routes
- Money back guarantee* in case of non-compliance*
- In case of non-compliance, the arrival of your cargo will be within 24 hours of the initially scheduled time**
- Combinaible with allocations

*Subject to conditions and care options
**If the route doesn't have a daily frequency, cargo will be flown on the first available flight.

STANDARD

Our STANDARD service offers specific routing to meet your everyday needs. It is a convenient and consistent solution, available on all our flights.

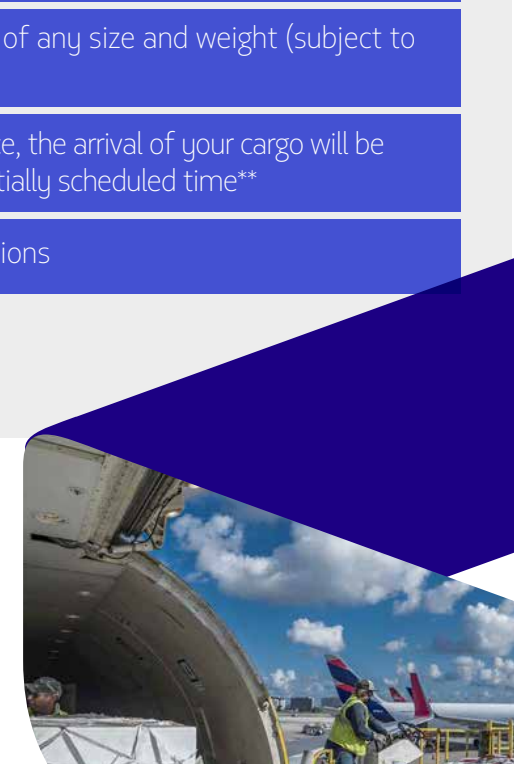
May be combined with the following care options:



SLA FEATURES

- Available on all LATAM flights
- Global reach through our interline partners
- Available for shipments of any size and weight (subject to aircraft restrictions)*
- In case of non-compliance, the arrival of your cargo will be within 24 hours of the initially scheduled time**
- Combinaible with allocations

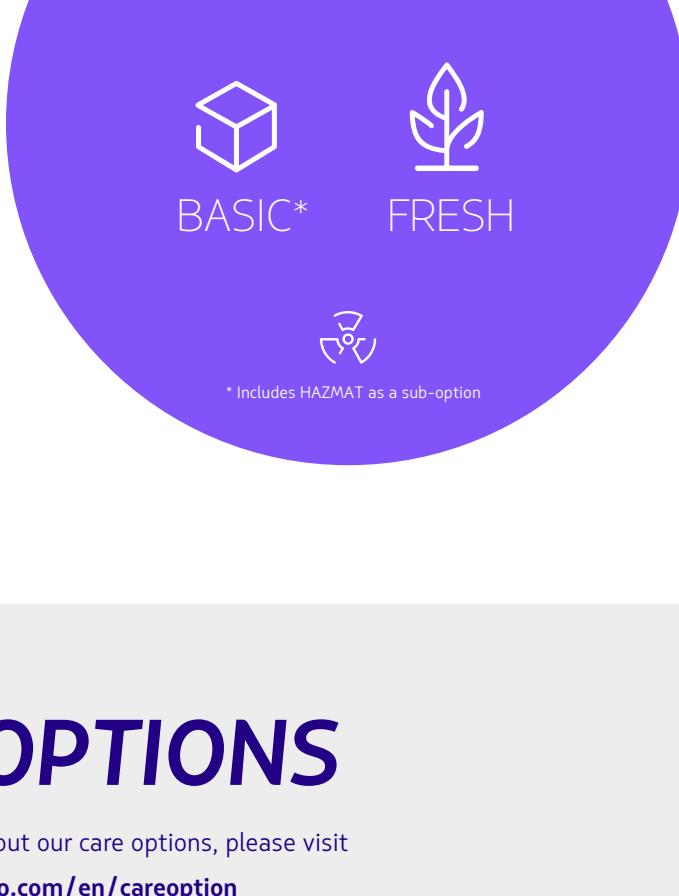
*Subject to conditions and care options
**If the route doesn't have a daily frequency, cargo will be flown on the first available flight.



FLEX

Our FLEX service is a reliable and affordable shipping solution that offers flexible routing options for shipments that must reach their destination within a certain period of time.

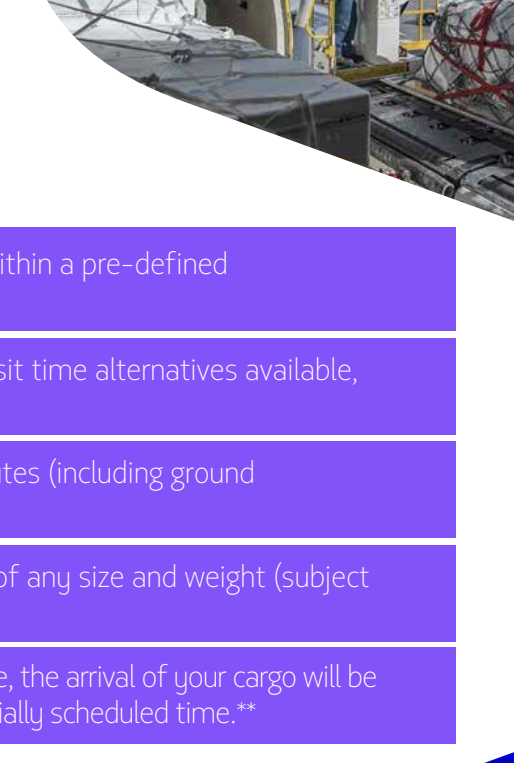
May be combined with the following care options:



SLA FEATURES

- Delivery at destination within a pre-defined time frame
- Different maximum transit time alternatives available, from 1 to 15 days**
- Available on selected routes (including ground transportation service)*
- Available for shipments of any size and weight (subject to aircraft restrictions)
- In case of non-compliance, the arrival of your cargo will be within 24 hours of the initially scheduled time**

*Subject to conditions and care options
**If the route doesn't have a daily frequency, cargo will be flown on the first available flight.



CARE OPTIONS

For more information about our care options, please visit <https://www.latamcargo.com/en/careoption>



FRESH

We preserve your products' freshness and care for their shelf life. We deliver a stable and scalable transportation solution for your perishable goods all year round.

- Two temperature ranges available to meet your needs: +2°C - +8°C and +15°C - +25°C.
- Controlled-temperature warehouses throughout our network with an online monitoring system to face temperature deviations
- High quality infrastructure and connection processes in our main hubs
- Controlled temperature inside the aircraft*
- Controlled and reduced tarmac times
- Agile delivery in Miami
- Proactive communication with clients in case of contingencies

*Whenever possible



FRESH ACTIVE

A product designed for the shipment of your perishable goods that require specific temperature points throughout their transportation.

May be combined with the following services:



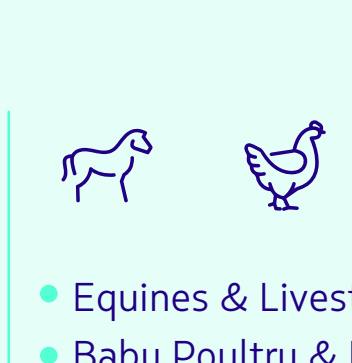
- The container temperature setpoint can range from -20°C to +30°C
- Operations teams trained in the correct handling procedures to ensure optimum container functionality
- Highest loading priority and reduced tarmac times
- Proactive communication with clients in case of contingencies
- Collaboration with active container providers: Envirotainer, CSafe and DoKaSch



PHARMA

Safe, effective and reliable transportation of pharmaceutical and healthcare products in accordance with the highest international standards.

- Adequate cold chain throughout the entire transportation process
- Highest loading priority and reduced tarmac times
- Proactive communication with clients in case of contingencies
- Leasing of active and advanced passive containers



PHARMA ACTIVE

Specialized solution designed to transport time and temperature-sensitive pharmaceutical and healthcare products in active containers

- The container temperature setpoint can range from -20°C to +30°C
- Operations teams trained in the correct handling procedures to ensure optimum container functionality
- Collaboration with active container providers: Envirotainer, CSafe and DoKaSch

PHARMA PASSIVE

Specialized solution designed to transport pharmaceutical and healthcare products that require a cold chain with specific temperature ranges in passive packaging.

- Storage and transportation ranges available: +2°C - +8°C, +15°C - +25°C and +2°C - +25°C
- Cold chain preservation throughout transportation
- Use of data loggers for temperature traceability
- Collaboration with advanced passive container providers: va-Q-tec, Skycell and Sonoco

ALIVE

Proficient and highly-reliable transportation of live animals. Our trained team provides a top-level handling of your animals along with meticulous planning for all your shipments.

- Maximum coordination
- Proactive, timely and accurate communication
- Controlled environments
- Highest loading priority
- Species-specific processes



Animals

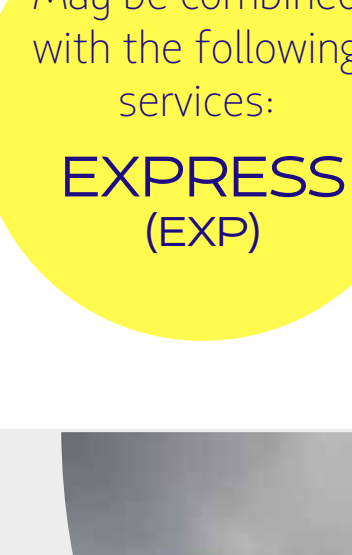
- Equines & Livestock
- Baby Poultry & Hatching Eggs
- Live Fish
- Domestic Animals



SECURE

Transportation of valuable goods (VAL) from airport to airport under the highest security measures.

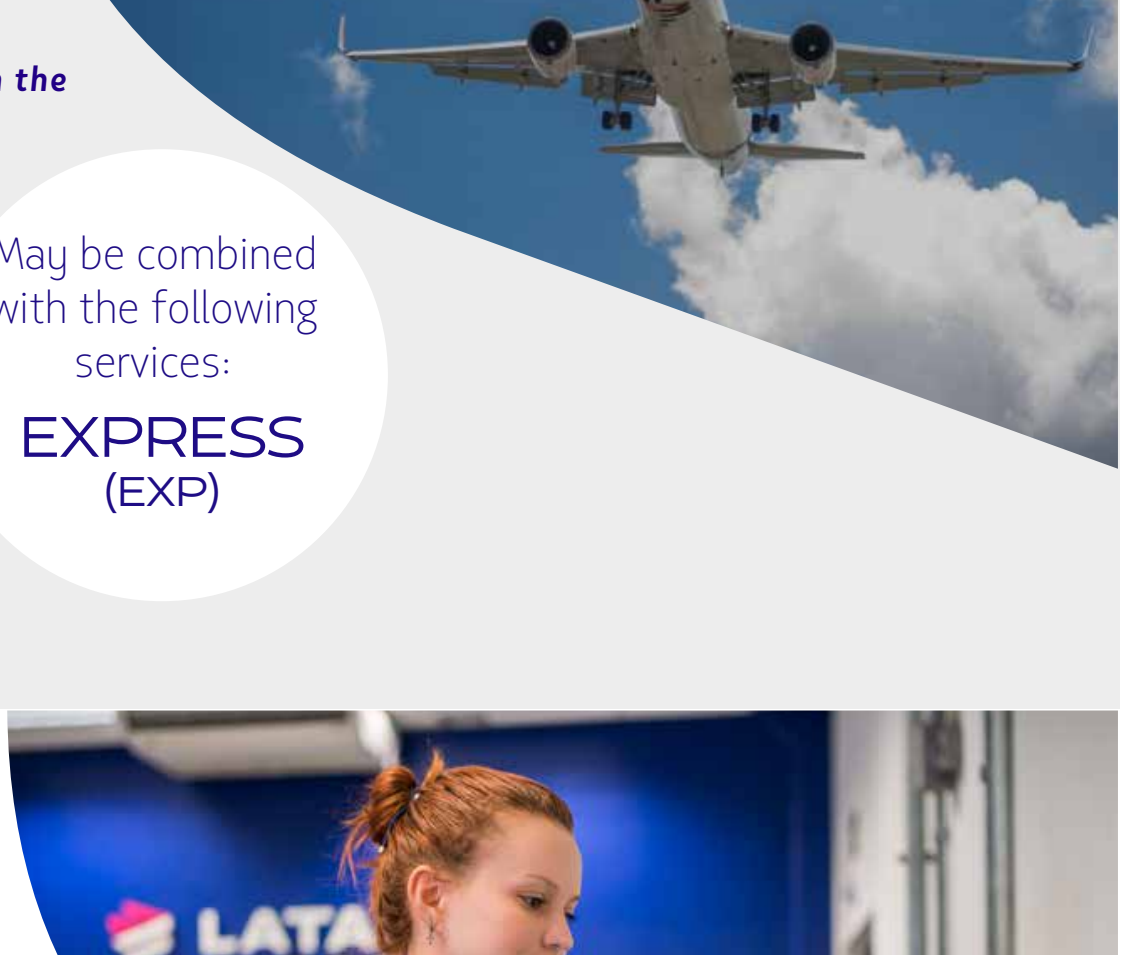
- Thorough coordination with customer security logistics
- Safe and accompanied transportation to and from the aircraft
- Minimum reception and delivery times
- Continuous security checks throughout the custody chain
- Specialized team
- Only available on direct flights



HUMAN REMAINS

Transportation of human remains and ashes with the utmost care and sensitivity during handling.

- Highest loading priority and reduced transit times
- Attentive and respectful transportation
- Constant communication with the client



POSTAL

Transportation of state mail under international standards.

- Procedures in accordance with UPU (Universal Postal Union) legislation
- Handling of CN documents (Consignment Number)
- Knowledge of local regulations
- Specialized mail handling team
- Delivery in specialized warehouses



OVERSIZE

Special solution for oversized cargo transportation in the hands of an expert team.

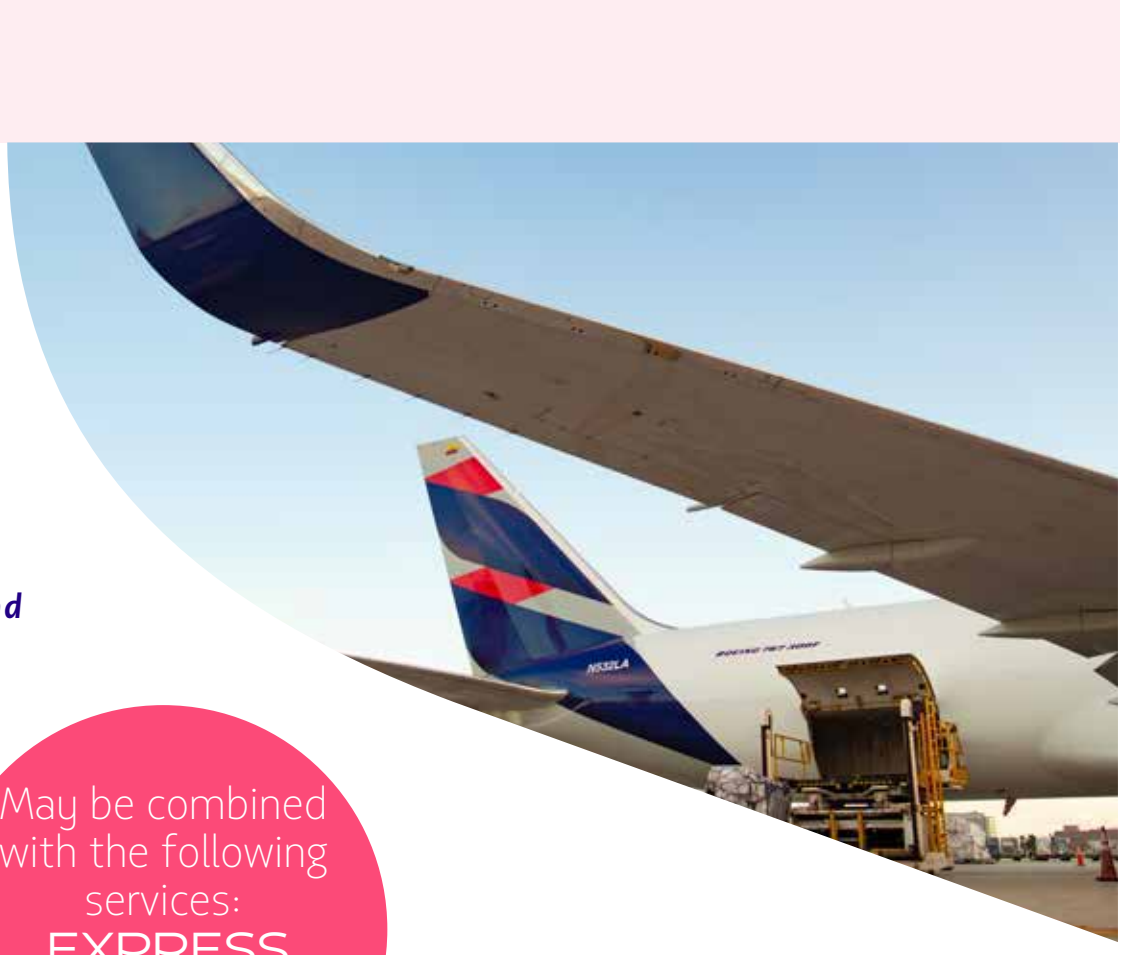
- Specialized handling that includes additional safety measures
- Appplies to wide-body passenger and freighter aircraft
- Weight and size limitations depend on the type of aircraft
- Ramp reception service when necessary



COURIER

Prompt and reliable transportation of parcels and packages.

- Reduced reception and delivery times
- Specialized team in handling of courier bags and fragile goods
- Delivery in specialized warehouses
- Courier XL option for bulky cargo*



BASIC

Dry cargo and dangerous goods transportation according to the highest quality and safety standards.

- Available on all flights within LATAM's network
- Global reach through our interline partners
- Accepted as loose cargo or built up units (ULD)

- Additional security requirements and processes
- Designated storage areas
- Strict packaging control throughout the transportation process
- Highly qualified staff and facilities certified in accordance with IATA's Dangerous Goods Certification

