



Copa Connect release 9.8

Dear Travel Agencies and Technology Partners,

We are pleased to announce that on the evening of June 12th, 2023, we upgraded to version 9.8 of our **Copa Connect** Distribution platform. In order to keep you informed, we would like to share with you the most recent updates that are available:

Fixes:

- **Copa Connect Direct and Copa Connect Web – Optional field for Buyer's RUC/NIT in PY and UY markets:** The buyer's RUC/NIT/TAXID field is optional now for ticketing in the Uruguay and Paraguay markets.
- **Copa Connect Direct and Copa Connect Web – ARC CP code as penalty rate for reissues:** Corrected in ARC markets the way the penalty is reported and the base fare plus taxes did not match the total amount.
- **Copa Connect Direct and Copa Connect Web – Promotional Discounts:** When using a promotional code, the discounts provided during the Airshopping service were not being applied correctly in the Offerprice, preventing the ticket issuance with the corresponding discount. This solution corrects this situation.
- **Copa Connect Web – Private Fixed Fares:** There was an issue with the display of private fixed fares farebasis, with this fix they are available for quoting.

New Features:

Copa Connect Direct (NDC) – True Reshop (Phase 2): New alternative for making itinerary changes to issued tickets. The following is an outline of the phases:

PHASE 1 – Fully unflown Version 9.5	PHASE 2 – Fully unflown Version 9.7	PHASE 3 – Partially flown Version 9.8
Implemented	Implemented	Implemented: June 12th, 2023
Public fares	Public and negotiated fares	Public and negotiated fares
Ticket exchange replacing the whole itinerary and keeping the same route, brand and cabin	Ticket exchange replacing some flights/segments	Ticket exchange keeping the same route, brand and cabin
Pax type supported: ADT, CHD, INF	Ticket exchange changing routes (change in origin or destination)	Ticket exchange replacing some flights
One-way and round trip	Filtering by time of departure or arrival	Ticket exchange changing routes (change in origin or destination)
	One-way and round trip	Filtering by time of departure or arrival
		One-way and round trip

- **Copa Connect Web – Multi-City by Fare Families:** This solution will provide pricing by fare family for Multi-City itineraries. The selected fare family will apply to all segments of the itinerary. Below is a guide to use this type of search:

1. Search for the desired multi-city itinerary with the "Fare Search" option

Fare Search

2. Select the itinerary and click on the "Shopping Cart" icon

Fare Search



3. View the quote with the lowest available fare and add to the shopping cart

Fare for selected Flights		
Fare Information		
Additional Fare Details (Fare Calculation / Endorsement)		
Itinerary Details		
Bag Fees		
Passenger Type	Currency	ADT
Base Fare per Passenger	USD	134.00
CM 818: PTY-SJO Class: Economy Basic (T) Cabin: Economy	CRC	25654
Surcharge	CRC	15284
CM 839: SJO-PTY Class: Economy Basic (A) Cabin: Economy	CRC	
CM 876: PTY-BOG Class: Economy Basic (A) Cabin: Economy	CRC	15556
CM 495: BOG-PTY Class: Economy Basic (A) Cabin: Economy	CRC	16375
Total Equivalent Fare (Rate used: 545.84, Table: BSR)	CRC	73143
Taxes and Fees		
CO AIRPORT TAX	CRC	25109
JS TOURISM TAX	CRC	8188
A1 BAGGAGE INSPECTION FEE	CRC	1092
B1 BOARDING TAX	CRC	14738
CR TRANSPORTATION TAX	CRC	3658
FS COMMON AREA USER CHARGE DEPARTURE	CRC	5874
IK SECURITY FEE INTERNATIONAL DEPARTING	CRC	846
IK SECURITY FEE INTERNATIONAL ARRIVING	CRC	846
P5 SUPPLEMENTAL SECURITY FEE DEPARTURES	CRC	290
P5 SUPPLEMENTAL SECURITY FEE ARRIVALS	CRC	290
AH AIRPORT SECURITY FEE DEPARTURES	CRC	1366
AH AIRPORT SECURITY FEE ARRIVALS	CRC	683
F3 AIRPORT DEVELOPMENT FEE	CRC	6550
FZ AIRPORT DEPARTURE TAX	CRC	21834
PA VALUE ADDED TAX	CRC	5120
Total Taxes and Fees	CRC	96484
Total Airfare per Passenger - (Validated on CM)	CRC	169627
Grand Total CRC - (ADT x 1)		169627

4. Once the itinerary is loaded, select all and press "Price"

Reservation

Record Locator: Not Set

Traveler

#	Type	Title	First Name	Middle Name	Last Name	Date Of Birth	FF#
1	ADT						

Itinerary

Shopping Cart - Air

	Class	Status	Cnx	Fare
Wed 12Jul23 07:52a - 08:14a	PTY - SJO CM 818 T	738		CM 1
Thu 20Jul23 06:13p - 08:33p	SJO - PTY CM 839 A	739	Y	CM 1
Thu 20Jul23 09:26p - 11:06p	PTY - BOG CM 876 A	739		CM 1
Tue 01Aug23 06:20a - 08:14a	BOG - PTY CM 495 A	738		CM 1

BOOK PRICE SERVICES BAG FEES SEATS DELETE

5. Go to the last option "Pricing by brands", select the fare family you wish to issue and press "Continue"

Fare for selected Flights

Pricing Options

Published Fares
 Contract Fares
 Both

Current Classes
 Best Available

Check/Uncheck All
 Advance purchase
 Allow Penalties
 Allow Min Stay
 Allow Max Stay

Validating Carrier: CM

Historical Pricing

Travelers

Fare Selection Options

Tour Codes

Qualifiers

Tax Exempt Options

Services Filter

Pricing By Brands

Select a Brand

- Economy Basic
- Economy Classic
- Economy Full
- Business Promo
- Business Full

CONTINUE

6. Once the fare family has been selected, it will be updated on the quotation screen. As shown in the next screen, the family changed to Classic (it was the selected option). If you agree with the fare shown, press the "Update Shopping Cart" button

Fare for selected Flights		
Fare Information		
Additional Fare Details (Fare Calculation / Endorsement)		
Itinerary Details		
Bag Fees		
Passenger Type	Currency	ADT
Base Fare per Passenger	USD	87.00
CM 787: PTY-SJO Class: Economy Classic (T) Cabin: Economy	USD	28.00
Surcharge	USD	
CM 465: SJO-PTY Class: Economy Classic (A) Cabin: Economy	USD	
CM 332: PTY-BOG Class: Economy Classic (A) Cabin: Economy	USD	68.50
CM 837: BOG-PTY Class: Economy Classic (A) Cabin: Economy	USD	70.00
Total Base Fare per Passenger	USD	254.00
Taxes and Fees		
CO AIRPORT TAX	USD	46.00
JS TOURISM TAX	USD	15.00
A1 BAGGAGE INSPECTION FEE	USD	2.00
B1 BOARDING TAX	USD	27.00
FS COMMON AREA USER CHARGE DEPARTURE	USD	10.76
IK SECURITY FEE INTERNATIONAL DEPARTING	USD	1.55
IK SECURITY FEE INTERNATIONAL ARRIVING	USD	1.55
NW TOURISM ARRIVAL TAX	USD	15.00
P5 SUPPLEMENTAL SECURITY FEE DEPARTURES	USD	0.53
P5 SUPPLEMENTAL SECURITY FEE ARRIVALS	USD	0.53
AH AIRPORT SECURITY FEE DEPARTURES	USD	2.50
AH AIRPORT SECURITY FEE ARRIVALS	USD	1.25
F3 AIRPORT DEVELOPMENT FEE	USD	12.00
FZ AIRPORT DEPARTURE TAX	USD	40.00
PA VALUE ADDED TAX	USD	17.80
Total Taxes and Fees	USD	193.47
Total Airfare per Passenger - (Validated on CM)	USD	447.47
Grand Total USD - (ADT x 1)		447.47

After selecting the desired fare family, you can continue with the issuance process on a regular basis.

We keep working on improving our platform and want to thank you for your support in adopting it.

If you have additional questions, please do not hesitate to contact a Copa Airlines Sales Executive.