

BOOKING AND TICKETING POLICIES FOR TRAVEL AGENCIES



A STAR ALLIANCE MEMBER 

CONTENT

1. INTRODUCTION	4
2. BOOKING POLICY FOR TRAVEL AGENCIES.....	4
2.1 GENERAL FEATURES	4
a) OBJECTIVES	4
b) SCOPE	4
c) COMUNNICATION	4
d) VALIDITY	4
2.2 TYPES OF AUDIT	5
a) BOOKING AUDITS:.....	5
b) TICKETING AUDITS:	5
2.3 GUIDELINES FOR CREATING A RESERVATION	6
a) GOOD BOOKING PRACTICES:	6
b) PROHIBITIONS:	6
2.4 INCORRECT PROCEDURES EVALUATIONS	7
a) CHURNING.....	7
b) DUPLICATES.....	7
c) FAKE NAMES	7
d) PENDING CANCELLATION.....	7
e) INCORRECT BOOKING CLASS.....	8
f) PASSIVE SEGMENTS	8
g) <i>NO SHOW</i>	8
h) EVASION OF THE TICKETING TIME LIMIT	8
i) INVALID GROUP	9

j)	UNMARRIED SEGMENTS	9
k)	SPECULATIVE RESERVATIONS	12
l)	RESERVATION WITHOUT PASSENGER CONTACT INFORMATION	12
m)	DISTRIBUTION COST SURCHARGE	12
n)	USE OF CORPORATE CREDIT CARDS FROM TRAVEL AGENCIES	12
2.5	PRODUCTIVITY EVALUATION	13
a)	<i>COST VS SALES</i>	13
b)	<i>CANCELLATION RATIO</i>	13
3.	TICKET CANCELLATION AND EVIDENCE OF ONWARD TRAVEL NEW POLICY	14
4.	MERCHANT OF RECORD POLICY (WHOLESALE NET FARE)	15
5.	PENALTIES	16
5.1	DEBIT MEMO ISSUANCE	16
a)	WARNING LETTER	16
b)	DEBIT MEMO	16
5.2	CHARGES	16
a)	TRADITIONAL GDS	16
b)	COPA CONNECT (NDC)	16
5.3	DISPUTES	17
a)	PNR HISTORY	17
b)	FORMAL LETTER	17
c)	DELIVERING EVIDENCE	17
5.4	TRANSACTION DETAILS FILE	18
6.	CONTACTS	19

1. INTRODUCTION

This document gathers the **Booking Policy for Travel Agencies**, the **Ticket Cancellation and Evidence of Onward Travel Policy**, and the **Merchant of Record Policy (Wholesalers Net Fare)**.

These policies intend to inform travel agencies the guidelines and relevant recommendations of the booking procedures for Copa Airlines' segments, to enhance the cooperation with the travel agencies and to guarantee our customers an excellent service.

The audit of unproductive segments is subject to an Agency Debit Memo (ADM) and Copa Airlines reserves the right to change the fees described in this document at any time with a prior written notice. It is the responsibility of travel agencies inform their agents about these policies, including updates provided by Copa Airlines

2. BOOKING POLICY FOR TRAVEL AGENCIES

2.1 GENERAL FEATURES

a) OBJECTIVES

1. Ensure the proper use of reservation systems.
2. Maintain the inventory integrity of Copa Airlines.
3. Provide travel agencies with the guidelines and recommendations of the correct procedure when making a reservation.
4. Avoid charging agency debit memos.

b) SCOPE

This policy applies to all IATA and NON-IATA travel agencies, as well as any entity that accesses and reserves Copa Airlines inventory. It also applies to all reservations that contain a Copa Airlines segment whether or not it becomes a sale.

c) COMUNNICATION

1. Website: www.copaair.com
2. Global Distribution Systems (GDS)

d) VALIDITY

This policy updates the previous policy and is effective from September 01ST, 2022 (inclusive).

Note: Copa Airlines reserves the right to change the policies contained in this document when it deems it necessary, prior a written notice.

2.2 TYPES OF AUDIT

Copa Airlines performs two types of audit for travel agencies: booking audits and ticketing audits.

a) BOOKING AUDITS:

1. *Churning*
2. Duplicates
3. *Fake names*
4. Pending cancellation
5. Incorrect booking class
6. Passive segments
7. *No show*
8. Evasion of the ticketing time limit
9. Invalid group
10. Unmarried Segments
11. Speculative reservation
12. Reservation without passenger contact information
13. Distribution cost surcharge
14. Ticket cancellation and evidence of onward travel
15. Merchant of record (Wholesalers Net Fare)
16. Use of corporate credit cards from travel agencies

Contact: mpracticas@copaair.com

b) TICKETING AUDITS:

1. Sales, exchanges, refunds
2. Uncollected penalties
3. Penalties for refund
4. Corporate and published fares
5. Omission of taxes
6. Misuse of fare rules
7. Automatic ticketing
8. Corporate discounts and commissions
9. Application of *waivers*
10. Congress

Contact: disputas@copaair.com

2.3 GUIDELINES FOR CREATING A RESERVATION

The following guidelines will help you comply with good practices during the booking process to avoid the issuance of debit memos.

a) GOOD BOOKING PRACTICES:

1. Make changes to a reservation only at the passenger's request.
2. Check the customer's name against his or her passport, and enter it exactly the same way on the booking.
3. Check your Queues on a daily basis and remove messages generated for segments cancelled or rejected by Copa. It is important that you contact your GDS to learn the designated Queue number.
4. Ticket the booking in the same system that was used to create it.
5. Cancel any reservation that has not been ticketed 24 hours prior to the date of the flight.
6. To avoid a duplicate booking, check whether a matching booking already exists in the reservation system.
7. When creating the booking, comply with the fare rules and fare availability.
8. Book the itinerary by requesting the spaces from the origin to the final destination.
9. Before booking, confirm whether the class of service you are going to select is part of Copa Airlines' fare structure.
10. Optimize the use of Copa Airlines' inventory.
11. Enter the passenger's contact details correctly in the PNR in accordance with IATA Resolution 830d.
12. There are quick entries in GDS to add several passenger names of same last name with a single entry. For Copa Airlines the use of these entries then causes problems to perform the web check-in, so we recommend that you enter the passenger names individually, even if they have the same last name.

b) PROHIBITIONS:

1. Creating a booking if the customer has not expressed the desire to travel, is uncertain of his or her travel date, or only wants to price the travel.
2. Using nicknames, abbreviations, or initials when creating a booking.
3. Using the reservation system for testing purposes. To do testing, agencies must use the training modules available in the GDSs.
4. Use passive segments.
5. Entering phony ticket numbers to keep a booking active.
6. Creating bookings with the name of a group, such as GROUP/FAMILY, since this is a fake name and results in spaces being blocked.
7. Manipulating inventory for the purpose of unmarrying segments that are sold together.
8. Enter fake or incorrect passenger contact details such as: correo@correo.com, tour@agency.com, noemail@agency.com, travel@agency.com
9. When creating a booking, avoid entering information that allows you to evade the ticketing time limit.

NOTE: Copa Airlines may cancel reservations prior to its emission if an incorrect procedure took place in the reservation process.

2.4 INCORRECT PROCEDURES EVALUATIONS

a) CHURNING

Excessive cancellation and/or booking of the same flight segment in the same or different booking classes for the same passenger on one or more *PNR* (Passenger Name Record).

The fifth (5th) booking of the same flight segment is considered *Churning*.

b) DUPLICATES

Repetition of the same or similar flight segment for the same passenger on one or more *PNR*, where it is logically impossible to use both flight segments.

If a duplicity is found, it will be notified by an SSR the time limit to correct the duplicity, if the stipulated time is not met, system will cancel the unissued *PNR* or in cases they both are issued, system will cancel the first created *PNR*.

c) FAKE NAMES

Reservations registered with incorrect names or with a high probability of not being real passengers.

If a fake name is found, it will be notified by an SSR the time limit to correct the name in the *PNR*, if the stipulated time is not met, system will cancel the *PNR*.

d) PENDING CANCELLATION

Canceled or rejected segments by the airline, which are reflected in the *PNR* (Passenger Name Record) such as UC, UN, US, NO, HX, among others. The *PNR* with canceled or rejected segments by the airline can be displayed in the queue designated by your GDS.

1. All messages received in the queue or *PNR* for cancellations during the month shall be remove as follows:
 - A. During the same month that the notification is received from the airline. For example, if the airline rejects or cancels a segment of a *PNR* in September, and the flight date is in December, the agency must remove the cancelled or rejected segment in September.
 - B. The canceled or rejected segments must be remove up to 24 hours prior the departure time.
2. The airline may cancel or reject flight segments for the following reasons:
 - A. Expiration of the ticketing time limit.
 - B. Operational changes
 - C. Passenger rearrangements
 - D. Confirmed flight segments that do not contain an associated ticket in issued reservations
 - E. Confirmed flight segments containing an invalid ticket status (refunded, void, exchanged, printed) in issued reservations
 - F. Incorrect procedures during the booking process such as: unmarried segments, reservations with fictitious names, duplicate or redundant reservations, among others

All those canceled or rejected segments by the airline that are not removed from the PNR in the GDS will be reason for a debit memo.

3. Exceptions:

A. All cancelled or rejected flight segment by the airline the same day of the departure date

4. Example: PNR that has pending cancel flight segments.

```
RP/XXXXXXXX/XXXXXXXX CM/RM 23JUL19/1538Z JEIE5K
1. PEREZ/JUAN
2. CM 259 A 05OCT 6 GYEPTY HX3 1225 1437 05OCT E CM/
3. CM 258 A 08OCT 2 PTYGYE HX3 1130 1342 08OCT E CM/
```

e) INCORRECT BOOKING CLASS

Booking classes that are not part of the Copa Airlines fare structure.

Copa Airlines booking class structure:

	Executive Cabin	Economy Cabin
Classes	C,J,D,R	Y,B,M,H,Q,K,V,U,S,O,W,E,L,T,A

f) PASSIVE SEGMENTS

Booking flight segments with passive or unconfirmed status, for example, segments with “GK”, “PK” status which may vary according to the GDS.

Copa Airlines does not allow the use of passive segments under any circumstances.

g) NO SHOW

Booking flight segments with confirmed status that are not issued and remain active until the date of the flight. To avoid incurring in this practice, any flight segment that is not issued must be canceled 24 hours before the departure of the flight.

h) EVASION OF THE TICKETING TIME LIMIT

The ticketing time limit is the exact time and date limit on which a reservation can be issued, so if the reservation is not issued within the ticketing time limit established by the system, it will be canceled by the airline automatically.

If for some special reason the airline authorizes an extension of the ticketing time limit to a travel agent, it will be performed with the procedure established by the airline, if the travel agent fails to comply with the established procedure and/or the authorization is misused, a debit memo will be issued. Any agency that evades the ticketing time limit established by the system in some way or another will be penalized.

i) INVALID GROUP

Booking in a single PNR 10 or more passengers. Copa Airlines (Groups Desk) is the only one who can create a booking for 10 or more passengers in a single PNR.

Note: The agency can decide on how to organize a group. If you choose to do it through Copa Airlines (Groups Desk), you will get benefits such as fares, tour conductor and benefits of long-term payment.

Example: If two families with 11 passengers decide to travel together and purchase via the travel agency, the agency can price and book in two PNRs—one with five (5) passengers and the other with six (6)—but the group benefits do not apply.

j) UNMARRIED SEGMENTS

Booking separate flight segments that must be sold together or married, therefore they must be requested from origin to final destination.

If unmarried segments are found, it will be notified by an SSR the time limit to correct the PNR, if the stipulated time is not met, system will cancel the unmarried segments.

When the customer requests to price connecting flights, the agency must make the request from origin to final destination, using the following entries, according to the agency's GDS (the example shown below is to request an EZEMIA segment in the GDSs):

<i>Observación</i>	<i>Amadeus</i>	<i>Sabre</i>	<i>Worldspan</i>
<i>Entrada de acceso neutral (conexiones creadas a discreción del GDS y no controladas por CM)</i>	ANfechaorigendestino AN15AUGEZEMIA	1fechaorigendestino 115AUGEZEMIA	Afechaorigendestino A15AUGEZEMIA
<i>Entrada de acceso directo (todas las conexiones posibles ofrecidas por CM)</i>	1CMADfechaorigendestino 1CMAD15AUGEZEMIA	1fechaorigendestino@CM 115AUGEZEMIA@CM	@CM@fechaorigendestino @CM@A15AUGEZEMIA

1. Below, we show you some examples of how to identify unmarried segments according to the type of GDS (Amadeus, Sabre, and Worldspan).

A. Amadeus:

If a PNR contains at least one married segment, the following header tag is displayed: **MSC**.

```

--- RLR MSC ---
RP/KULXXXXXXXX/KULXXXXXXXX      SQ/RM   8NOV02/0353Z   RECLOC
1. KING/STEPHENMR
2 MH 629 Y 09APR 3 KULSIN HK1      2350 0045+1 *1A/
3 UA 806 Y 10APR 4 SINSFO HK1      1 0645 0825 *1A/E*
4 UA1556 Y 10APR 4 SFOIAH HK1      3 1115 1649 *1A/E*
5 UA1284 Y 29APR 2 IAHORD HK1      A 0745 1006 *1A/E*
6 UA 895 Y 29APR 2 ORDHKG HK1      1 1230 1715+1 *1A/E
  
```

To know which segments are married, enter: RTIM on your reservation system's command panel, and the following information will be displayed:

```

RP/KULXXXXXXXX/KULXXXXXXXX      SQ/RM   8NOV02/0353Z   RECLOC
2 MH 629 Y 09APR 3 KULSIN HK1      2350 0045+1 *1A/ } Segmentos descasado
3 UA 806 Y 10APR 4 SINSFO HK1      1 0645 0825 *1A/E* }
4 UA1556 Y 10APR 4 SFOIAH HK1      3 1115 1649 *1A/E* } Segmentos casados
5 UA1284 Y 29APR 2 IAHORD HK1      A 0745 1006 *1A/E* }
6 UA 895 Y 29APR 2 ORDHKG HK1      1 1230 1715+1 *1A/E* } Segmentos casados
  
```

The image above shows that segment 2 is not married to any other segment. It can be identified since there is no line below indicating that there are married segments, which is always recognizable by an alphanumeric code. Example: **A01**

The other segments are married as described below.

A01 - first set of married segments (Segments 3 and 4)

A02 - second set of married segments (Segments 5 and 6)

Note: Note: In this display, a married segment is indicated by the letter A followed by a number. Segments with the same number are married to one another.

The possible association codes are:

- I. **M** for marriage due to Amadeus rules
- II. **T** for marriage due to traffic restriction
- III. **A** for marriage established by the airline ('Type A' message)
- IV. **B** for marriage established by the airline ('Type B' message)
- V. **R** for marriage established by the airline (space control agent)
- VI. **N** for linked Amadeus negotiated space segments

B. Sabre:

Segments are unmarried if they do not have an asterisk (*) next to each route.

```
DDAYRI
1.1GONZALEZ/JOSE  2.1PAZ/MANUEL
1 CM 249V 04DEC T CCSEPT HK2  853A 1023A /DOCM*FURSDES /E } Segmentos descasados
2 CM 324V 04DEC T PTYCCN HK2  1209P 300P /DOCM*FURSDES /E }
3 CM 317V 08DEC J CUNPTY*HK2  1122A 206P /DOCM*FURSDES /E } Segmentos casados
4 CM 223V 08DEC J PTYCCS*HK2  252P  611P /DOCM*FURSDES /E }
```

The image above shows that segments 1 and 2 are unmarried, since they do not have an asterisk next to each route. However, segments 3 and 4 are properly married, since they have the appropriate asterisks.

C. Worldspan:

Segments are unmarried if they do not have an alphanumeric code next to each segment. Example: J0#
 Segments with the same number are married to one another, as shown below:

```
1 CM 760H 20NOV MO LIMPTY SS1  1338 1720 /O $ J01 E } Segmentos casados
2 CM 804H 20NOV MO PTYJFK SS1  1819 2335 /X $ J01 E }
3 CM 831H 27NOV MO JFKPTY SS1  1425 1956 /O $ J02 E } Segmentos descasados
4 CM 337H 27NOV MO PTYLIM SS1  2105 0042 #1/X   E }
```

In this case, segments 1 and 2 are properly married, since they have the alphanumeric code J01, indicating a marriage. Segments 3 and 4 are unmarried, since the alphanumeric code indicating a marriage is not present.

2. **Important:** When creating and ticketing a booking, please ensure that the appropriate married segment indicators are present, since if they are not visible in the booking, this will be grounds for a debit memo. If the married segment indicators are not present, and none of the following exceptions apply, you must contact us immediately.
3. **Exceptions:** The following cases will not be included in the unmarried segments audit:
 - A. Bookings modified due to overbooking requested from the Copa Airlines sales manager.
 - B. Bookings with codeshare flights.
 - C. Bookings that include a stopover of more than 24 hours in Panama
 - D. Bookings that include segments with connections not created in the system

k) SPECULATIVE RESERVATIONS

Bookings flight segments that have the purpose of separating or blocking spaces.

Copa Airlines takes the following actions as speculative reservations:

1. Bookings for passengers who do not intend to travel, or bookings that are unrelated to a passenger request
2. Bookings created for testing purposes or travel agency training purposes
3. Bookings created for the purpose of meeting the sales target
4. Keeping or selling flight segments that were not requested by the passenger, such as flights added to the PNR to be removed later

l) RESERVATION WITHOUT PASSENGER CONTACT INFORMATION

Enter during the reservation process in the PNR (Reservation) the passenger will to provide or not his/her contact details as follows:

1. If the customer wants to provide his/her contact details, email and/or phone number, then it must be entered in the reservation as follows:
 - A. Enter the SSR **CTCE** (*Special Service Request - Customer E-mail*) to add the passenger's email.
 - B. Enter the SSR **CTCM** (Special Service Request – Customer Contact Mobile Telephone) to add the passenger's phone number.
2. If the customer does not want to provide his/her data, the following procedure must be followed:
 - A. Enter the SSR **CTCR** (Special Service Request – Customer Contact Refused) and add in the free text “REFUSED CONTACT”
 - B. Warn the passenger that may not receive information about changes or cancellations of flights.

Copa Airlines will not use the passenger contact information provided by the travel agency for sales or marketing purposes. This procedure will facilitate communication with the customer in the event of a flight change or cancellation.

m) DISTRIBUTION COST SURCHARGE

Effective on September 1st, 2022, Copa Airlines will introduce, a Distribution Cost Surcharge on all flight segments marketed by CM booked and sold by travel agencies using traditional GDS (Global Distribution Systems) (EDIFACT). This surcharge would be collected through a YQ at time of quote and collected at ticketing time. All travel agencies that use a traditional GDS (EDIFACT) must ensure that the tickets include this Distribution Cost Surcharge in accordance with guidelines established by the airline; otherwise, a penalty will be applied to the travel agent.

n) USE OF CORPORATE CREDIT CARDS FROM TRAVEL AGENCIES

Based on Resolution 890 section 3.4, Copa Airlines does not permit the use of travel agencies’ own credit cards for issuing tickets with a 230 stock, except UATP cards. Only credit cards of end customers whose brand is published/enabled in the GDS and Direct Connect will be accepted at travel agencies. For those agencies that do

not comply with the policy, the airline reserves the right to penalize with an ADM for each ticket issued with this form of payment.

2.5 PRODUCTIVITY EVALUATION

a) COST VS SALES

It is a measure of productivity by comparing the GDS cost or any other distribution cost of a travel agency with its sales made in a given period.

Calculation: Cost between Sales

Example: Cost (\$98.00)/Sales (\$742.00) = 13%

b) CANCELLATION RATIO

It is a measure of productivity by comparing cancellations and booking of a travel agency in a given period.

Calculation: Cancellations between Bookings

Example: Cancellations (35)/Reservations (44) = 80%

Copa Airlines will proceed to block the inventory to agencies that have a high percentage of costs in relation to sales or with an excessive volume of canceled segments.

Fee to reactivate inventory is USD300.00 plus country's taxes per Pseudo or IATA and contact your Copa Airlines Sales Representative to request the reactivation.

3. TICKET CANCELLATION AND EVIDENCE OF ONWARD TRAVEL NEW POLICY

The immigration authorities from the countries in which Copa Airlines operates require that, the passenger who is not a citizen or resident of the destination city traveling as a tourist, to have proof of onward travel, either by air ticket, ferry, bus, boat, etc. As proof of return to the country of origin or continuity to another country as final destination.

The policy states that travel agencies that use Copa Airlines' inventory for the reservation and issuance of airline tickets in any form of payment, including tickets issued with "miles", must ensure that passengers comply with this immigration requirement.

It is required that any passenger traveling to a country where they are not a citizen and has no current residence; and has round-trip reservations in two or more PNRs, must comply with the following requirement:

- Issue their return ticket at least 24 hours prior to departure.
- In case of cancelling their return ticket, the replacement ticket must also be issue 24 hours prior to departure.

Copa Airlines prohibits the following actions:

- Manipulate the company's inventory to allow a passenger to travel to a country in which they are neither citizens nor residents, without a return or onward travel ticket.
- Cancel a passenger's return ticket during their flight on their outbound trip, unless they have proof of a replacement ticket.

Copa Airlines has the right to evaluate scenarios in which travel agencies use their inventory, make ticket cancellations (voided) for passengers traveling to a country where they are not citizens or residents and do not have proof of onward travel. If a travel agency fails to comply with policy, Copa Airlines will charge a penalty of up to USD5,000 for each ticket that is cancelled or even deny access to the inventory of its flights.

4. MERCHANT OF RECORD POLICY (WHOLESALE NET FARE)

Merchant of Record is the commercial entity liable of credit card or debit card commission expenses when this form of payment is used (Credit Card or Debit Card) intending to obtain goods or services.

The policy establishes that all travel agencies that maintain commercial agreement with Copa Airlines to obtain Net Fares (Wholesale Fares) will be the Merchant of record of each ticket issue when a credit card or debit card is used as a form of payment under such agreement.

Copa Airlines will charge a penalty fee of \$25 per ticket when travel agencies breach the commercial agreement, in which a credit card or debit card is used as a form of payment.

The travel agencies are fully responsible for establishing their own finance processes to comply with this policy, regardless of the form of payment of the passenger.

5. PENALTIES

In case of incorrect use of reservation systems that results in unproductive segments, a debit memo will be issued to the agency according to the incorrect procedure. This amount is subject to revision and modification, if necessary prior to a written notice.

NON IATA Agencies	In case of an incorrect procedure, a debit memo will be issued to the IATA agency that issued the reservation, with the corresponding charges of the malpractice.
IATA Agencies	In case of an incorrect procedure, a debit memo will be issued directly in BSP Link or ARC.

Note: Copa Airlines reserves the right to restrict access to its inventory by agencies that fail to pay the agreed penalties.

5.1 DEBIT MEMO ISSUANCE

In case of an incorrect procedure, Copa Airlines shall:

- a) **WARNING LETTER**
Send a warning letter if the agency incurred in an incorrect procedure for the first time.
- b) **DEBIT MEMO**
Issue a debit memo with the penalty established if the agency incurred in an incorrect procedure for the second time.
After the first (1st) debit memo, all incorrect procedures thereafter will be reason for a debit memo.

5.2 CHARGES

Penalties for incorrect procedures may vary according to the reservation system used and the type of incorrect procedure.

- a) **TRADITIONAL GDS**
Penalties for incorrect procedures to be applied to the **travel agents using traditional GDS (EDIFACT)**.
- b) **COPA CONNECT (NDC)**
Penalties for incorrect procedures that will apply to **travel agents connected through Copa Connect (NDC)**.

All penalties for incorrect procedures have an additional charge of 20% of administrative fee, in addition to taxes of the country.

Below, you will be able to see the penalties or charges for each incorrect procedure and according to the reservation system used. Effective on September 01st, 2022.

Incorrect Procedure	Calculation	TRADITIONAL GDS	Copa Connect (NDC)
Churning	Per passenger	\$85	\$25
Duplicates	Per segment, per passenger	\$85	Not applicable
Fake names	Per passenger	\$75	Not applicable
Pending Cancellation	Per segment, per passenger	\$85	Not applicable
Incorrect booking class	Per segment, per passenger	\$75	Not applicable
Passive segments	Per segment, per passenger	\$20	Not applicable
No show	Per passenger	\$90	\$25
Evasion of the ticketing time limit	Per passenger	\$85	\$25
Invalid group	Per passenger	\$35	\$10
Unmarried Segments	Per segment, per passenger	\$360	Not applicable
Speculative reservations	Per passenger	\$30	\$10
Reservation without passenger contact information	Per passenger	\$5	\$5
Distribution cost surcharge	Per ticket	\$50	Not applicable
Inventory Reactivation	Per IATA or Pseudo	\$300	\$300
Ticket cancellation and evidence of onward travel	Per ticket	\$5,000	\$5,000
Merchant of records (Wholesalers Net Fare)	Per ticket	\$25	\$25
Use of corporate credit cards from travel agencies	Per ticket	\$25	\$25

5.3 DISPUTES

To dispute, the travel agency must provide evidence or supports of the dispute. Failure to provide the supports may lead to rejection of the dispute for lack of evidence.

To file a dispute, the travel agency must:

a) PNR HISTORY

Request the full PNR history or Past Date to her/his GDS executive.

b) FORMAL LETTER

Attach a formal letter to the airline highlighting the transactions to reject, explaining or supporting the reason for your dispute and add to your letter the full PNR history or Past Date.

c) DELIVERING EVIDENCE

File the dispute through BSPlink/ARC platforms in accordance with the procedures established by those systems. If you have any doubts about the charges issued by the airline due to incorrect procedures before disputing, you can contact your Copa Airlines sales executive or our contact email mpracticas@copair.com. The airline will only review those disputes that are accompanied by Past Date or full PNR history and your formal letter, otherwise it will be rejected.

5.4 TRANSACTION DETAILS FILE

Debit memos issued due to incorrect procedures will have an excel file with all the transactions that have been audited.

Below, a brief description of each column of excel file that you will be able to download in BSPlink/ARC when the debit memo is issued:

Column name	Description
<i>FROM_DATE</i>	Start date of evaluated audit period
<i>TO_DATE</i>	End date of evaluated audit period
<i>COUNTRY_CODE</i>	ISO country code
<i>COUNTRY_NAME</i>	Country name
<i>MALPRACTICE</i>	Type of evaluated incorrect procedure
<i>IATA_NUMBER</i>	IATA number of evaluated agency
<i>PCC_CODE</i>	PCC or Office ID of the evaluated agency
<i>AGENCY_NAME</i>	Agency name
<i>GDS</i>	GDS used
<i>OA_RECLOC</i>	Agency booking code
<i>TRANSACTION_DATE</i>	Transaction date
<i>DEPARTURE_DATE</i>	Flight date
<i>ORIGIN</i>	Flight origin
<i>DESTINATION</i>	Flight destination
<i>FLIGHT_NUMBER</i>	Flight number
<i>PAX_NAME</i>	Passenger name
<i>BOOKING_CLASS</i>	Booking class
<i>TOTAL_PAX_PER_SEGMENT</i>	Number of passengers per segment
<i>TOTAL_CHARGE</i>	Amount of penalty
<i>ADMINISTRATIVE_EXPENSES</i>	Amount for administrative expenses
<i>TOTAL_IVA</i>	Amount for taxes
<i>TOTAL_USD</i>	Total final amount for malpractice in USD
<i>CURRENCY_CODE</i>	Local currency code
<i>CONVERSION</i>	Local currency conversion applied
<i>TOTAL_LOCAL_CURRENCY</i>	Total amount for the malpractice in local currency

6. CONTACTS

If you wish to have more information about this document, do not hesitate to contact us at the following emails:

- Booking audits: mpracticas@copair.com
- Ticketing or fares audits: disputas@copair.com