



COM-21-127

Friday, July 9th, 2021



Copa Airlines made massive schedule changes

Dear Travel Partner:

Recently, Copa Airlines was impacted by a massive adjustment in its scheduled itineraries due to the pandemic COVID-19, affecting a great amount of passengers in the current available flights.

These massive schedule changes generated a considerable amount of inactive segments in our inventory. The segments with status **UC, UN, US, NO, HX** are considered inactive or non-operative as stated in Copa Airlines' booking and ticketing policy for Travel Agencies.

Subsequently, we are asking all Travel Agencies to please **monitor and clear all inactive segments from your GDS's queues to avoid unnecessary costs to the airline that could result in future agency debit memos (ADMs).**

The months with the highest number of involuntary itinerary changes are September, October and November 2021. However, it is important that agencies review all dates going forward, prioritizing the closest dates.

To download Copa Airlines' booking and ticketing policy for Travel Agencies please click [here](#).

To review the involuntary schedule change accommodation procedure click [here](#).