

Publishing Period: Immediately
Addressed to: Travel Agencies
Related Areas: Sales Department, Distribution Planning
Effective date: May 14, 2015

OBJECTIVE

Guarantee the correct use of our inventory, following the Mal Practices Policies.

New Disposition

Copa Airlines and the Travel Agencies work together to give an excellent service to our clients. To reinforce this excellence and to protect revenue integrity, from this moment on, it is forbidden to manipulate or violate the logic of “Married Segment Control” (MSC) when searching for availability in an Origin - Final Destination (OD), either before or after finalizing the transaction. All travel agencies will be penalized with a USD \$1,000.00 charge per PNR for creating or manipulating a reservation violating MSC (agencies that make reservations as well as agencies that issue the tickets). Copa Airlines has the right to take additional actions, like blocking the inventory to those agencies that do not comply with this policy.

- ✓ All reservations must be created requesting the Origin - Final Destination (OD).
- ✓ It is forbidden to reserve “unmarried” or separate segments.
- ✓ When the travel agent makes a change in the reservation, the complete route has to be requested again, Origin - Final Destination (OD), based on the current availability at the moment the change is requested. It is forbidden to just change partially the original reserved route.

Once the client requests for a flight with a stop, the agency must do the inquiry from the Origin to the Final Destination using the following codes depending on each GDS (Example: request for EZEMIA segment):

Sabre:

1dateorigindestination¥CM

Example: 115AUGEZEMIA¥CM

Amadeus:

ANdateorigindestination

AN15AUGEZEMIA

Travelport:

Adateorigindestination-CM

A15AUGBUEMIA-CM

Once the agent proceeds to price/quote, it has to be done with the segments requested as shown above (without separating/breaking the segments or manipulating the inventory in any way).