



COM-23-194
Wednesday, December 13th, 2023

Reissuance at Copa Connect

Dear Travel Agencies and Tech Partners,

We reinforce with you the reissue services supported by Copa Connect. The following tables show the types of reissues available for Copa Connect Web and Copa Connect Direct.

Copa Connect Web (SPRK)

Functionality	Exchange Types	Fare Types	Ticket Status	Even Exchange Reissue	Add Collect Reissue	Residual Reissue
Voluntary Change Reissue (Exchange)	Date Change	Public Fare / Negotiated	Not Used	Yes	Yes	No
			Partially used	Yes	Yes	No
	Route Change	Public Fare / Negotiated	Not Used	Yes	Yes	No
			Partially used	Yes	Yes	No

Copa Connect Direct (API)

Functionality	Exchange Types	Fare Types	Ticket Status	Even Exchange Reissue	Add Collect Reissue	Residual Reissue
Voluntary Change Reissue (Exchange)	Date Change	Public Fare / Negotiated	Not Used	Yes	Yes	Yes
			Partially used	Yes	Yes	Yes
	Route Change	Public Fare / Negotiated	Not Used	Yes	Yes	Yes
			Partially used	Yes	Yes	Yes

Copa Connect has available the functionality of up to three (3) automatic reissues for voluntary changes (Exchange) through Copa Connect Web and Copa Connect Direct. Currently, when the Travel Agency executes the automatic reissue process, the system searches for the lowest available fare, so there may be cases where the new fare does not include the original attributes of the fare family purchased.

If the system quotes the same fare family in the original booking class at the time of the reissue, you can perform the reissue using the option "AUTOMATIC CHANGE/Current Classes/Prices by Brand" (Copa Connect Web). In case you have reissued and the new reservation has lost the original attributes, you may contact the [Copa Connect Desk](#) or contact your Sales Executive.

We are working to improve the "Automatic reissuance for voluntary changes (Exchange)" functionality and we will inform you once it is possible to reissue without the fare family change scenario occurring.

If you have any questions about the reissue functionality, open a case in our [Web Support Center](#) or contact your Sales Executive. We appreciate your understanding.

For more information, updates and support Copa Connect visit our website.



Here you can find the Travel requirements

