



COPA Newsletter

CopaAirlines 
A STAR ALLIANCE MEMBER 

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Reinforcement for the use of the Time Limit Ticket by travel agencies with public and negotiated fares

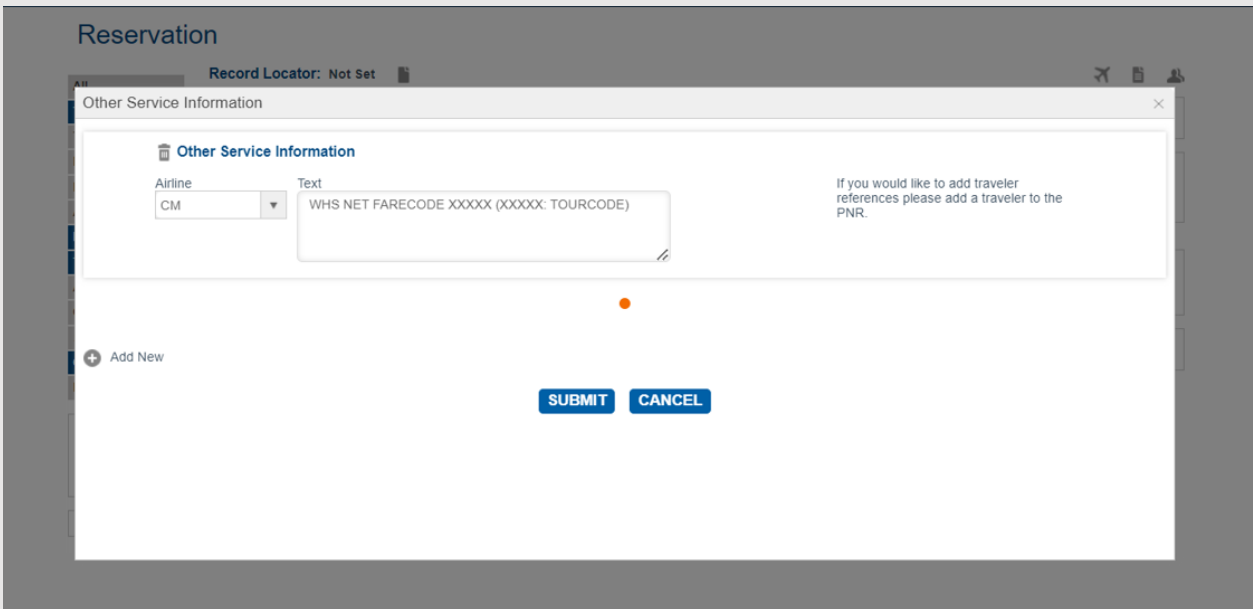
Dear Travel Agencies,

- Please note the Ticket Time Limit guidelines for reservations created by travel agencies:
- Bookings created 7 days or more prior to flight departure with public fare the Ticket Time Limit (TTL) is 24 hours for ticket issuance.
 - Bookings created less than 7 days prior to flight departure, with public fares the Ticket Time Limit (TTL) is 6 hours for ticket issuance.
 - Bookings quoted with negotiated fares (wholesale and corporate discount) that already have more flexibility, the agreed TTL is extended as long as they use the registered PCC, assigned Tourcode, and for wholesale fares add the OSI, as described below:

WHS NET FARECODE XXXX

Note: The corresponding Tourcode must be entered in the field marked XXXX.

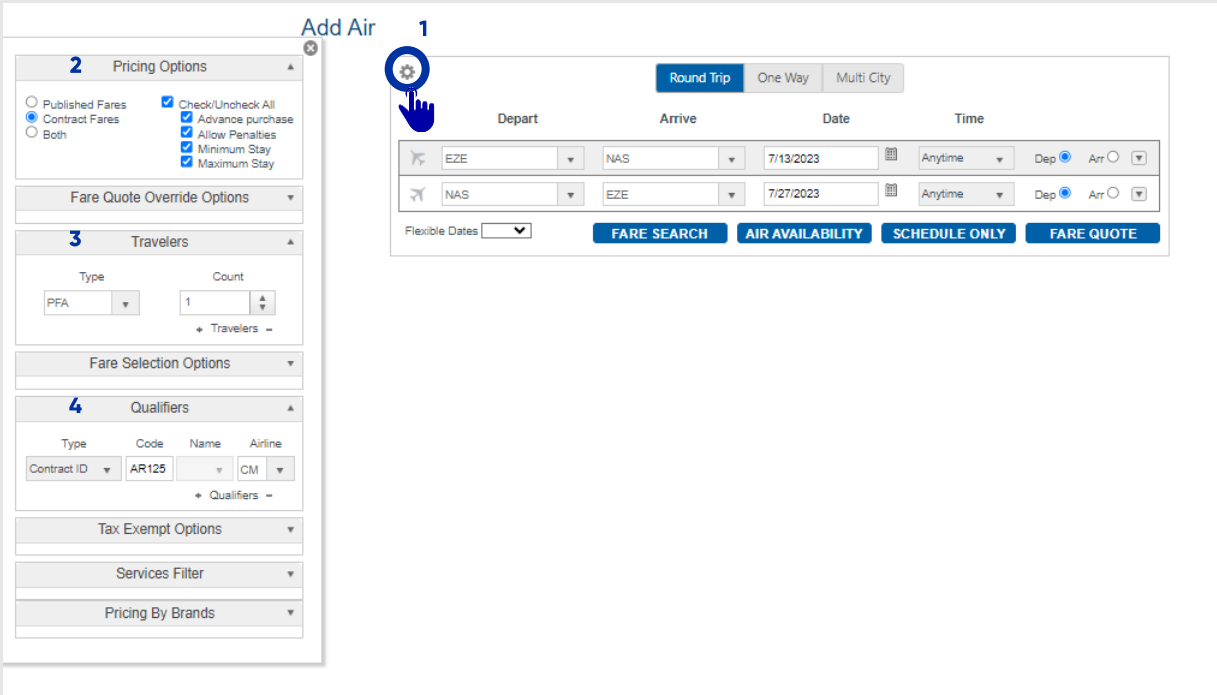
Example Copa Connect Web



Agencies connected through Copa Connect Direct or Tech Partner should contact their technology provider if they do not have visibility on where to place the OSI.

To quote negotiated wholesale fares on Copa Connect Web, it is important to consider the following steps:

1. When selecting the desired route and travel dates, click on "Options" to display additional quotation options.
2. Select "Contract Fares" in the "Pricing Options" section of the menu on the screen's left side.
3. In the "Travelers", section select PFA passenger type and the number of passengers to be added to the booking.
4. In the "Qualifiers" section, in the "Type" field select Contract ID and in the "Code" field enter the Tourcode.



If the saved fare changes and the booking is within the allowed Ticket Time Limit, the agency will need to create a manual issue authorization request in the [Agency Portal](#), following the guidelines established for these requests:

- One case per PNR
- **Evidence:** screenshot of the saved quote showing the quote details, fare construction with farebasis (in Copa Connect Web this information appears in the "Stored Fare" screen), quote date, route and travel date.
- If the request is approved, it must be issued immediately if the Ticket Time Limit is about to expire or within 24 hours of approval.
- After the reservation is issued, you must send the ticket numbers in the case, otherwise, the authorization granted will be invalidated and the agency will be charged a debit memo (ADM) for malpractice.