



Release note version 9.5

Dear Travel Agencies and Technology Partners,

We are pleased to announce that on March 16, 2023, we upgraded our Copa Connect Distribution platform to the 9.5 version. To keep you informed we want to share the deployment updates:

Fixes:

- **SPRK – Error No Fares Found for Booking Class (Best Available):** Re-pricing option for Best Available works correctly.
- **SPRK/NDC – Error Difference in quotes between GDS and Copa Connect (Q surcharge):** A correction was made in reference to the fact that the search logic in Copa Connect did not consider the Fuel Charge (Q) for some routes while in GDS it did. Previously, this generated scenarios in which when this charge was included the best fare was no longer considered the cheapest fare available.
- **SPRK – Error Can’t confirm seats in SPRK using CONTRACT ID:** Bookings with negotiated fares (wholesale and corporate) will be able to assign and purchase seats.

New Features:

- **NDC – True Reshop (Phase 1):** New alternative for making itinerary changes to issued tickets. The following is an outline of the phases and their estimated dates of release:

PHASE 1 – Fully Unflown Version 9.5	PHASE 2 – Fully Unflown Version 9.7	PHASE 3 – Partially Flown Version 9.8
Implementation Date: March 16, 2023	Estimated date: April 18, 2023	Estimated date: May 31, 2023
Public Fares	Public and Negotiated Fares	Public and Negotiated Fares
Ticket Exchange replacing the whole itinerary and keeping the same route, brand and cabin	Ticket Exchange replacing some flights/segments	Ticket Exchange keeping the same route, brand and cabin
Pax type supported: ADT, CHD, INF	Ticket Exchange changing routes (change in origin or destination)	Ticket Exchange replacing some flights
One-way and round trip	Filtering by time of departure or arrival	Ticket Exchange changing routes (change in origin or destination)
	One-way and round trip	Filtering by time of departure or arrival
		One-way and round trip

- **NDC – ServiceDefinitionList returns data in multiple languages:** The ServiceDefinitionList tag is now available in Spanish and Portuguese. Previously it was only available in English.
- **SPRK/NDC – Enable buyer’s RUC/NIT:** The functionality has been enabled for markets where the buyer’s RUC/NIT is required to be included in the ticket and reflected in the IATA Hotfiles.
- **NDC OrderViewRS – enable Copa’s RUC:** Copa Airlines’ RUC/NIT display for each market has been enabled automatically after ticket issuance.

We keep working on improving our platform and want to thank you for your support in adopting it. At the same time, we are optimizing our communications about new releases delivered by our supplier. For the next release you will be receiving the information as soon as it is implemented in production.

If you have additional questions, please do not hesitate to contact a Copa Airlines Sales Executive.

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