



COM-24-087

Thursday, May 9th, 2024

## Copa Connect release version 10.3 & 10.4

Dear Travel Agencies and Tech Partners,

We are pleased to announce that in the early hours of **May 9th, 2024**, we released version 10.4 for our Copa Connect Distribution platform.

To keep you in the loop, we are sharing with you the following updates that have been made:

**New Functionalities:**

Connection type	Functionalities	New version 10.4
Copa Connect Web (SPRK) and Copa Connect Direct (NDC)	UATP payment method certification for new markets.	UATP cards have been certified as a payment method for Copa Connect in the following markets: United States, Uruguay and Chile.  It is important to note that the following markets were also previously activated: Nicaragua, Honduras, Guatemala, El Salvador, Mexico, Brazil, Uruguay, Panama, United States, Trinidad and Tobago, St. Maarten, Guyana, Jamaica, Barbados, Colombia and Peru.
Copa Connect Direct (NDC)	Credit card payment in installments for Brazil.	With this update, credit card installment payment functionality will be available for agencies connected through Copa Connect Direct or Copa Connect Tech Partner in Brazil.
Copa Connect Web (SPRK)	Implementation of improvements in ticket documentation.	The following improvements have been implemented in the ticket documentation: e-ticket image, EMD image and confirmation email.

**Fixes:**

Connection type	Functionalities	Previous version	New version 10.4
Copa Connect Direct (NDC)	We have implemented improvements in synchronizing some flight schedules in Copa Airlines itineraries displayed in NDC.	A discrepancy was shown between AirShopping and OrderView on specific flight itineraries.	Discrepancy is solved and no itinerary differences should be displayed between Air Shopping and OrderView.
Copa Connect Web (SPRK)	We corrected the display of Add Collect for exchanges in Copa Connect Web.	On some occasions an incorrect difference was observed in the Add Collect when making a voluntary change.	We have made the necessary corrections to mitigate the above discrepancies.
Copa Connect Web (SPRK)	We have updated the number of Child passengers (CHD) that can be quoted within a booking.	When trying to quote two (2) CHDs without an adult companion within the same reservation, the error "No Fares Available" was displayed.	With this update you will be able to correctly quote two (2) CHDs without the need for an ADT passenger within the same booking.

We continue to work on improvements to our platform, and we appreciate your support in adopting it.

If you have additional questions, please do not hesitate to contact a Copa Airlines Sales Executive or open a case in our [Web Support Center](#).

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Agency Portal

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