

# CAMBIOS INVOLUNTARIOS MANUALES MEDIANTE COPA CONNECT WEB (SPRK)

## WAIVER · W2261009EIPA

Con el fin de brindar flexibilidad a los pasajeros afectados por el terremoto en Panamá, se ha habilitado un waiver para la gestión de cambios involuntarios relacionados con este evento.

Actualmente, Copa Connect no permite realizar reemisiones manuales. Sin embargo, dada esta situación excepcional, esta funcionalidad se habilitará temporalmente para permitir a las agencias de viajes completar dichas reemisiones manuales **a través de Copa Connect Web (SPRK)**.

**Esta habilitación aplicará únicamente a cambios que mantengan el mismo origen y destino del itinerario original.**

Para realizar este proceso, las agencias deberán seguir los lineamientos establecidos en el comunicado **"Actualización: Lineamientos de exoneración por terremoto en Panamá"** correspondiente a este evento y utilizar el siguiente código de *waiver*: **W2261009EIPA**

A continuación, les compartimos la guía para realizar reemisiones manuales en Copa Connect Web (SPRK):

## CAMBIOS INVOLUNTARIOS EN COPA CONNECT WEB (SPRK)

### 1. Despliega la reserva

Ingresa a Copa Connect Web, abre el PNR y confirma el ticket emitido originalmente: fechas, ruta, pasajeros y elegibilidad.

Reservation

Record Locator: [DHC0305](#)

**Traveler**

| # | Type | Title | First Name | Middle Name | Last Name | Suffix | Date Of Birth | FF# |
|---|------|-------|------------|-------------|-----------|--------|---------------|-----|
| 1 | ADT  |       | JUAN       |             | CORDOBA   |        |               |     |

**Itinerary**

Booked - Air

|             |                 |           | Class    | Status     | Cnx | Fare   |
|-------------|-----------------|-----------|----------|------------|-----|--------|
| Thu 15Oct26 | 06:31p - 08:37p | MIA - PTY | CM 227 L | 3h 06m 7M9 | HK  | 1 CM 1 |
| Thu 15Oct26 | 09:23p - 05:31a | PTY - ASU | CM 291 L | 6h 08m 738 | HK  | 1 CM 1 |
| Thu 29Oct26 | 01:47a - 05:58a | ASU - PTY | CM 208 L | 6h 11m 738 | HK  | 2 CM 1 |
| Thu 29Oct26 | 08:16a - 12:30p | PTY - MIA | CM 226 L | 3h 14m 7M9 | HK  | 2 CM 1 |

PRICE SERVICES CREATE FARE AUTO-EXCHANGE BAG FEES SEATS ISSUE DOCUMENTS DELETE

**Transactions**

Tickets

| Reference                     | Source | Status   | Transaction Date | Travelers          | Segments                                                                                 |
|-------------------------------|--------|----------|------------------|--------------------|------------------------------------------------------------------------------------------|
| <a href="#">2305767801551</a> | CM     | Ticketed | 10OCT26 13:31    | JUAN CORDOBA (ADT) | CM227 MIA-PTY 15OCT<br>CM291 PTY-ASU 15OCT<br>CM208 ASU-PTY 29OCT<br>CM226 PTY-MIA 29OCT |

### 2. Busca el nuevo vuelo

A través "Add Air" verifica disponibilidad y selecciona la opción que corresponda. Si la clase original no está disponible, usa la siguiente clase disponible dentro de la misma familia tarifaria.

Fare Search

Sort by: Default

EDIT SEARCH

source: CM MIA - ASU 10Oct2026  
Departing: 02:16p - 08:27p | Journey: 9h 58m - 28h 46m

Selected Total Fare: USD 654.75  
Lowest Total Fare: USD 582.75

| MIA - ASU Saturday, October 10, 2026 |            |            |     | Economy Basic | Economy Classic | Economy Full | Business Promo | Business Full |
|--------------------------------------|------------|------------|-----|---------------|-----------------|--------------|----------------|---------------|
| CM 227                               | 06:27p MIA | 08:37p PTY | 7M9 | 582.75        | 704.75          | 856.75       | 1152.75        | 1787.75       |
| CM 207                               | 03:48p PTY | 11:57p ASU | 738 | U             | U               | U            | R              | J             |
| CM 227                               | 06:27p MIA | 08:37p PTY | 7M9 | 654.75        | 776.75          | 928.75       |                | 1787.75       |
| CM 291                               | 09:22p PTY | 05:25a ASU | 738 | V             | V               | V            |                | J             |
| CM 481                               | 02:16p MIA | 04:26p PTY | 7M9 | 654.75        | 776.75          | 928.75       |                | 1787.75       |
| CM 291                               | 09:22p PTY | 05:25a ASU | 738 | V             | V               | V            |                | J             |
| CM 266                               | 06:11p FLL | 08:19p PTY | 738 | 661.75        | 758.75          | 915.75       | 878.75         | 1963.75       |
| CM 207                               | 03:48p PTY | 11:57p ASU | 738 | U             | U               | U            | R              | J             |
| CM 266                               | 06:11p FLL | 08:19p PTY | 738 | 727.75        | 824.75          | 981.75       |                | 2029.75       |
| CM 291                               | 09:22p PTY | 05:25a ASU | 738 | V             | V               | V            |                | J             |

### 3. Selecciona el vuelo y agrégalo

Reserva los nuevos segmentos con la opción “Book”, una vez agregados los nuevos segmentos al itinerario, elimina aquellos que no utilizarás mediante la opción “Delete”.

#### Reservation

All

Traveler 1

Telephone 1

Email 1

Payment 0

Address 0

Itinerary

Transaction 2

APIS 1

CLID 0

SSR 4

OSI 1

Remark 0

History

On Queues

Record Locator

Advanced Search

Office Queues

Record Locator: **DHO305**

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Traveler

| # | Type | Title | First Name | Middle Name | Last Name | Suffix | Date Of Birth | FF# |
|---|------|-------|------------|-------------|-----------|--------|---------------|-----|
| 1 | ADT  |       | JUAN       |             | CORDOBA   |        |               |     |

Itinerary

Booked - Air

|   |   |                             | Class     |        | Status | Cnx |                   | Fare |
|---|---|-----------------------------|-----------|--------|--------|-----|-------------------|------|
| ▶ | ✖ | Sat 10Oct26 06:31p - 08:37p | MIA - PTY | CM 227 | V      | ✈️  | 3h 08m 7M9 HK Y 1 | CM 1 |
| ▶ | ✖ | Sat 10Oct26 09:23p - 05:31a | PTY - ASU | CM 291 | V      | ✈️  | 6h 08m 738 HK 1   | CM 1 |
| ▶ | ✖ | Thu 15Oct26 06:31p - 08:37p | MIA - PTY | CM 227 | L      | ✈️  | 3h 08m 7M9 HK Y 2 | CM   |
| ▶ | ✖ | Thu 15Oct26 09:23p - 05:31a | PTY - ASU | CM 291 | L      | ✈️  | 6h 08m 738 HK 2   | CM   |
| ▶ | ✖ | Thu 29Oct26 01:47a - 05:58a | ASU - PTY | CM 206 | L      | ✈️  | 6h 11m 738 HK Y 3 | CM 1 |
| ▶ | ✖ | Thu 29Oct26 08:16a - 12:30p | PTY - MIA | CM 226 | L      | ✈️  | 3h 14m 7M9 HK 3   | CM 1 |

PRICE SERVICES CREATE FARE AUTO-EXCHANGE BAG FEES SEATS

ISSUE DOCUMENTS

DELETE

### 4. Selecciona los segmentos

Selecciona segmentos y dirígete a la opción “Create Fare” para proceder con la documentación.

#### Reservation

All

Traveler 1

Telephone 1

Email 1

Payment 0

Address 0

Itinerary

Transaction 1

APIS 1

CLID 0

SSR 2

OSI 1

Remark 0

History

On Queues

Record Locator

Advanced Search

Office Queues

Record Locator: **DHO305**

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Traveler

| # | Type | Title | First Name | Middle Name | Last Name | Suffix | Date Of Birth | FF# |
|---|------|-------|------------|-------------|-----------|--------|---------------|-----|
| 1 | ADT  |       | JUAN       |             | CORDOBA   |        |               |     |

Itinerary

Booked - Air

|   |   |                             | Class     |        | Status | Cnx |                   | Fare |
|---|---|-----------------------------|-----------|--------|--------|-----|-------------------|------|
| ▶ | ☑ | Sat 10Oct26 06:31p - 08:37p | MIA - PTY | CM 227 | V      | ✈️  | 3h 08m 7M9 HK Y 1 | CM 1 |
| ▶ | ☑ | Sat 10Oct26 09:23p - 05:31a | PTY - ASU | CM 291 | V      | ✈️  | 6h 08m 738 HK 1   | CM 1 |
| ▶ | ☑ | Thu 29Oct26 01:47a - 05:58a | ASU - PTY | CM 206 | L      | ✈️  | 6h 11m 738 HK Y 2 | CM 1 |
| ▶ | ☑ | Thu 29Oct26 08:16a - 12:30p | PTY - MIA | CM 226 | L      | ✈️  | 3h 14m 7M9 HK 2   | CM 1 |

PRICE SERVICES **CREATE FARE** AUTO-EXCHANGE BAG FEES SEATS

ISSUE DOCUMENTS

DELETE

Transactions

Tickets

Traveler(s) not Ticketed  
• JUAN CORDOBA (ADT)

Fare not found for ticketed flight(s)  
• JUAN CORDOBA (ADT)

| Reference     | Source | Status   | Transaction Date | Travelers          | Segments                                                                                 |
|---------------|--------|----------|------------------|--------------------|------------------------------------------------------------------------------------------|
| 2305787601551 | CM     | Ticketed | 10OCT26 13:31    | JUAN CORDOBA (ADT) | CM227 MIA-PTY 15OCT<br>CM291 PTY-ASU 15OCT<br>CM206 ASU-PTY 29OCT<br>CM226 PTY-MIA 29OCT |

### 5. Store Fare

Una vez estes dentro del Store Fare, podrás construir la tarifa manual de la reemisión.

Para facilitar la construcción de la máscara manual, utiliza la opción “Use Ticket Data”, la cual mediante un menú desplegable permite recuperar los valores del boleto original.

A continuación, realiza los siguientes pasos:

1. Selecciona el tipo de pasajero (ADT, CHD, INF, otros).
2. En el campo “Use Ticket Data”, selecciona el número de ticket que deseas utilizar.
3. Para construir tu nueva tarifa, deberás incluir los siguientes campos: STP, Farebasis, Ticket Designator (si aplica), NVB, NVA y Bag.
4. Verifica que no genere diferencia de tarifa, penalidad o impuestos.
5. Ingresa el código de waiver **W2261009EIPA** en el endorsement correspondiente.

Nota: En caso de tener diferentes tipos de pasajeros dentro de la reserva ejemplo (ADT+CHD+INF) tendrá que realizar el mismo procedimiento para cada tipo de pasajero.

The screenshot shows the 'Store Fare' form with the following details:

- Office ID:** B3G9, **Agent:** CM01\_Derreros, **Origin Destination:** MIAMIA, **Validating Carrier:** CM
- Passenger Type:** ADT (Step 1)
- Use Ticket Data:** 2305767801551 (Step 2)
- Ticket Data Flight Information:**

| NO | STP | DEP | ARR | AL | FLTNO | CL | DATE    | TIME     | ST | FARE BASIS | DESIGNATOR | NVB   | NVA   | BAG |
|----|-----|-----|-----|----|-------|----|---------|----------|----|------------|------------|-------|-------|-----|
| 1  | O   | MIA | PTY | CM | 227   | L  | 15OCT26 | 08:31 PM | HK | LLAATZ2S   |            | 15OCT | 15OCT | 0PC |
| 2  | X   | PTY | ASU | CM | 291   | L  | 15OCT26 | 09:23 PM | HK | LLAATZ2S   |            | 15OCT | 15OCT | 0PC |
| 3  | O   | ASU | PTY | CM | 206   | L  | 29OCT26 | 01:47 AM | HK | LLAATZ2S   |            | 29OCT | 29OCT | 0PC |
| 4  | X   | PTY | MIA | CM | 226   | L  | 29OCT26 | 08:16 AM | HK | LLAATZ2S   |            | 29OCT | 29OCT | 0PC |
- Fare Details:**
  - Base Fare: USD 596.00
  - Equivalent Fare: USD 118.79
  - Taxes: USD 118.79
  - Total: USD 714.79
- Commission and Information:**
  - Commission: Amount 0.00
  - Reason: FIRST TICKET
  - Tour Code: NON REF/NONEND/NONTRANS/CHANGES APPLY
  - Endorsements: COPA AIRLINES 98-0105127, W2261009EIPA (Step 5)

## 6. Revisa la máscara manual

Guarda el Stored Fare dando click en “Submit”; revisa la información calculada y valida los importes antes de avanzar.

The screenshot shows the 'Store Fare' form with the following details:

- Ticket Data Flight Information:**

| NO | STP | DEP | ARR | AL | FLTNO | CL | DATE    | TIME     | ST | FARE BASIS | DESIGNATOR | NVB   | NVA   | BAG |
|----|-----|-----|-----|----|-------|----|---------|----------|----|------------|------------|-------|-------|-----|
| 1  | O   | MIA | PTY | CM | 227   | L  | 15OCT26 | 08:31 PM | HK | LLAATZ2S   |            | 15OCT | 15OCT | 0PC |
| 2  | X   | PTY | ASU | CM | 291   | L  | 15OCT26 | 09:23 PM | HK | LLAATZ2S   |            | 15OCT | 15OCT | 0PC |
| 3  | O   | ASU | PTY | CM | 206   | L  | 29OCT26 | 01:47 AM | HK | LLAATZ2S   |            | 29OCT | 29OCT | 0PC |
| 4  | X   | PTY | MIA | CM | 226   | L  | 29OCT26 | 08:16 AM | HK | LLAATZ2S   |            | 29OCT | 29OCT | 0PC |
- Fare Details:**
  - Base Fare: USD 596.00
  - Equivalent Fare: USD 118.79
  - Taxes: USD 118.79
  - Total: USD 714.79
- Commission and Information:**
  - Commission: Amount 0.00
  - Reason: FIRST TICKET
  - Tour Code: NON REF/NONEND/NONTRANS/CHANGES APPLY
  - Endorsements: COPA AIRLINES 98-0105127, W2261009EIPA

A **Confirmation Required** dialog box is displayed, asking "Do you really want to submit this page?" with "Cancel" and "Continue" buttons.

**Fare Calculation Line:** MIA CM X/PTY CM ASU298.00LLAATZ2S CM X/PTY CM MIA298.00LLAATZ2S NUC596.00END ROE1.000000

## 7. Documenta el OSI

Documenta el código de waiver en el OSI.

Other Service Information

Other Service Information

Airline  
CM

Text  
W2261009EIPA

Travelers  
All

Add New

SUBMIT CANCEL

## 8. Reemisión

Dirígete al boleto original, y da click en la opción “Exchange/Reissue” para proceder con la reemisión manual.

Traveler

Electronic Ticket

Print Status : TICKETED

Ticket Image Agent Coupon

Ticket Image Details for Document

AGY: 10633243  
Agency Name: DESPEGAR  
ISSUED: 10OCT26 13:31:08  
PNR: DHO305 / F1  
ISO: US  
VOID BY: 12OCT26 11:58P

ET RECORD CORDOBA / JUAN (ADT)  
O/D: MIA / MIA  
TKT: 2305767601551  
IATA: 10633243  
TC:

FF NO.:  
AGT: CM01\_OTERREROS  
FCI: 0  
FCPI: 0  
VAL CXR: CM

Coupons

| CP | STP | AL | FLT | CL | DATE  | BRD | OFF | TIME   | ST | FARE BASIS | NVB   | NVA   | BAG | CS |
|----|-----|----|-----|----|-------|-----|-----|--------|----|------------|-------|-------|-----|----|
| 1  | O   | CM | 227 | L  | 15OCT | MIA | PTY | 08:31p | OK | LLAATZ2S   | 15OCT | 15OCT | 0PC | O  |
| 2  | X   | CM | 291 | L  | 15OCT | PTY | ASU | 09:23p | OK | LLAATZ2S   | 15OCT | 15OCT | 0PC | O  |
| 3  | O   | CM | 206 | L  | 29OCT | ASU | PTY | 01:47a | OK | LLAATZ2S   | 29OCT | 29OCT | 0PC | O  |
| 4  | X   | CM | 226 | L  | 29OCT | PTY | MIA | 08:16a | OK | LLAATZ2S   | 29OCT | 29OCT | 0PC | O  |

Fare Details

Details

FARE: USD 506.00  
TAX: USD 2.50  
TAX: USD 40.80  
TAX: USD 5.60  
TAX: USD 23.40  
TAX: USD 23.40  
TAX: USD 3.98  
TAX: USD 4.50  
TAX: USD 7.00  
TAX: USD 7.61  
TOTAL: USD 714.79

Form of payment: USD 714.79 CASH  
Endorsements: NON REF/NONEND/NONTRANS/  
CHANGES APPLY  
COPA AIRLINES 98-0105127  
Purchaser Tax Id: 123  
Fare Calculation: MIA CM X/PTY CM ASU298.00LLAATZ2S CM X/PTY CM MIA298.00LLAATZ2S  
NUC506.00END ROE1.000000

Data Protection Notice  
<https://www.iatatravelcentre.com/privacy.htm>

VOID REFUND EXCHANGE/REISSUE CLOSE

## 9. Validación previa a la reemisión

Valida que, al momento de la reemisión, no se generen cargos de diferencia de tarifa, impuestos, penalidad por cambio o comisión.

Importante: Realiza este procedimiento para cada boleto que se desee cambiar dentro de la reserva.

Traveler

Traveler

Ticket Exchange

Auto

Manual

Ticket Information

| Ticket | Name               | Ticket #      | Coupons    | Currency | FOP/CardHolder | Date             | PNR    | Tour Code | IATA     |
|--------|--------------------|---------------|------------|----------|----------------|------------------|--------|-----------|----------|
| Old    | JUAN CORDOBA (ADT) | 2305787801551 | 1, 2, 3, 4 | USD      | CASH           | 10OCT26 13:31:08 | DHO3O5 |           | 10633243 |
| New    | JUAN CORDOBA (ADT) |               |            | USD      |                | 10Oct26          | DHO3O5 |           | 10633243 |

Calculation of Exchange

|                                 |                 |
|---------------------------------|-----------------|
| Equivalent Fare New             | 596.00          |
| Equivalent Fare Original Ticket | - 596.00        |
| Equivalent Fare Difference      | 0.00            |
| Add Collect Taxes               | 0.00            |
| Residual Taxes                  | 0.00            |
| Penalty                         | 0.00            |
| <b>Even Exchange</b>            | <b>USD 0.00</b> |

New Fare Information

Reason for Issuance

REISSUE

Endorsements

NON REF/NONEND/NONTRANS/ CHANGES APPLY COPA AIRLINES 98-0105127  
WAIVER W2261000EIPA

Fare Calculation Line

MIA CM X/PTY CM ASU298.00LLAATZ2S CM X/PTY CM MIA298.00LLAATZ2S  
NUC596.00END ROE1.000000

Commission

No Commission due

0.00

SUBMIT

CANCEL