



Copa Airlines Chooses Travelport Rapid Reprice™ Technology to Simplify and Accelerate Ticket Exchanges

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Travelport, the business services provider to the global travel industry, today announces a new long-term IT services agreement with Panama-based Copa Airlines (NYSE: CPA), the national airline of Panama. Through the agreement, Copa Airlines joins airlines worldwide in saving time and money through the use of Travelport Rapid Reprice technology, the first and most advanced tool of its kind for automating the complex process of re-pricing, exchanging, re-issuing or refunding airline tickets.

Copa Airlines is deploying Rapid Reprice across its website (www.copa.com), reservations offices, airline ticket offices and city ticket offices, as well as external distribution channels, including global distribution systems (GDS). The broad-based deployment means Copa's online customers, reservations agents, as well as travel agencies, will be able to quickly and accurately perform ticket exchanges and refunds. Travel agencies, including those that subscribe to Travelport's GDSs, will gain the ability to automate ticket reissues and refunds on Copa Airlines directly through their GDS.

"Several airline IT vendors offer similar products for this purpose, but in our analysis, Rapid Reprice is the best fit for Copa," said Frank Kardonski, director of Distribution for Copa Airlines. "Monitoring the integrity of our data and pricing is a priority, especially when calculating published, private and negotiated fares during ticket exchange or refund processes. Rapid Reprice will immediately address this challenge, saving considerable resources for our airline, and enable our airline and travel agency partners in more efficiently serving our passengers."

"Employing Rapid Reprice technology is one of the most important steps an airline can take to protect revenue integrity and streamline daily operations," said Derek Sharp, Travelport group vice president and managing director, Global Distribution Sales and Services. "Both Copa and its travel agency partners will improve customer satisfaction, save time, improve productivity, and avoid debit memos through accurate and reliable automation of replacement fares, rules and associated fees."

Travelport Rapid Reprice performs the complex re-pricing function by comparing old (already ticketed) and new itineraries, and calculating new fares, complete with additional collections, fees, taxes or refunds – in a matter of seconds. Both airline reservations agents and travel agents are freed from a time-consuming task and able to focus more time on new sales.