

TIPS TO MANAGE INVOLUNTARY OPERATIONAL CHANGES

Remember that in the event of operational affections on Avianca-only flights, you may self-manage prior to departure of the flight following the process on <https://www.avianca.com/base/es/trade>. Below are some tips of how to proceed in each case:



Self-management process without reaccommodation for minor affection

➔ You must accept the change depending on the applicable procedure for each GDS.

➔ You must update the ticket through:

Voluntary automatic: Reissue using the automatic reissuing tool on each GDS.

And only in the event of problems use ATC Voluntary (Amadeus) use*:

- Involuntary Automatic: ATC INVOLUNTARY can be used with Dynamic Waiver adding Fare Endorsement (FE) on the waiver, applicable to each route.**
- Manually: Reissue at 0.00 cost, maintaining the original ticket conditions and including Fare Endorsement (FE) on the applicable waiver for each route.

* Manual reissue for Sabre, Travelport and Galileo following the steps in the self-management for changes document for Travel Agencies on AviancaTrade.

** If the process is not completed properly it shall be subject to an ADM (Agency Debit Memo).



Self-management process for major affectations

➔ Applies for itinerary changes equal or in excess of 30 minutes

➔ Itinerary cancellations

➔ Connectivity affection even for itinerary changes under 30 minutes

- You must reaccommodate the passenger in these cases following this step:
 - Make the booking on the same class if available, otherwise, book on the least expensive class available in the same cabin.
- You must update the ticket through:

Voluntary automatic: Reissue using the automatic reissuing tool on each GDS.

And only in the event of problems use ATC Voluntary (Amadeus) use*:

- **Involuntary Automatic:** ATC INVOLUNTARY can be used with Dynamic Waiver adding Fare Endorsement (FE) on the waiver, applicable to each route.**
- **Manually:** Reissue at 0.00 cost, maintaining the original ticket conditions and including Fare Endorsement (FE) on the applicable waiver for each route.

* Manual reissue for Sabre, Travelport and Galileo following the steps in the self-management for Travel Agencies document available on AviancaTrade.

** If the process is not completed properly it shall be subject to an ADM (Agency Debit Memo).

GENERAL RECOMMENDATIONS FOR EACH CASE

Case	Recommendation
Case with bookings with schedule changes (TK status) and automatic cancellations (UN status)	Verify the schedules connect throughout the itinerary <ul style="list-style-type: none"> • The connection is favorable for the customer: <ul style="list-style-type: none"> - Confirm change with the required input on each GDS. - Verify if the ticket is updated with the new schedules. - If not updated, reissue with the self-management process for minor affectations. • The connection is not favorable for the customer: <ul style="list-style-type: none"> - Make a booking on a flight that better fits your customers, as per the self-management process for major affectations - Reissue following the major affection self-management process.
Cases with bookings with automatic cancellations (UN status) without automatic reaccommodation	<ul style="list-style-type: none"> • Make a booking on a flight that better fits your customers, as per the self-management process for major affectations. • Reissue following the major affection self-management process.

- In the case of loss of control of the ticket, the AGS360 application can be used: <https://ags360.csavianca.com>
- Manual AGS360 available on Avianca Trade: <https://www.avianca.com/base/en/trade>
- For booking reaccommodations for interline flights contact the Contact Center



5-star airline



Best Latin American comfort



Best passenger comfort



Most sustainable airline



Apex has certified us. We're ready, fly at ease again

