



Airline Debit Memo Fax Cover Letter & Email Instructions
GDS: Worldspan

Date: _____

From: Agent Name _____
Agency Name _____
Agency E-Mail Address _____
Agency Phone Number _____
IATA Number _____
Agency Fax Number _____
Account Manager Name _____

Total # of Pages including Cover: _____ Total # of Debits Submitted: _____

Each debit packet must contain the following documentation:

- ✓ Copy of Airline Debit Memo
- ✓ Copy of Agent Coupon if available
- ✓ Correspondence regarding debit item, if applicable

Comments: _____

NOTE: These procedures do NOT apply to agencies located in Brazil and Peru. Agencies located in these countries will contact their local Help Desk regarding all Debit Memo issues.

FAX - If your country is not listed, fax your documents to the country closest to—or is most economical for—your location.

| Country | Fax Number | Country | Fax Number |
|-----------|---------------------|----------------|-----------------|
| Argentina | 5411 4032 1154 | Lithuania | 370 52 051818 |
| Australia | 6129 4754 234 | Luxembourg | 352 24 611144 |
| Austria | 43 125 536 722 1929 | Malaysia | 60321784626 |
| Belgium | 322 7065 276 | Mexico | 5255 1084 3023 |
| Canada | 1514 221 4420 | Netherlands | 3120 524 1408 |
| Denmark | 45 69 802 754 | New Zealand | 6493550382 |
| Egypt | 20235365627 | Norway | 47 21 547477 |
| Estonia | 3726987363 | Phillipines | 6328572191 |
| Finland | 358 207 818 234 | Poland | 48 22 4853500 |
| France | 3317 270 3646 | Portugal | 218932361 |
| Germany | 4969 2557 7578 | Romania | 40 31 710 7163 |
| Greece | 30 211 268 6557 | Singapore | 6568264102 |
| Hong Kong | 8523 014 3795 | Slovakia | 421 23 3010356 |
| Hungary | 36 15772401 | Spain | 3491 151 8492 |
| India | 912266459198 | Sweden | 46 8 5010 9539 |
| Ireland | 3531 684 9922 | Switzerland | 4144 355 3624 |
| Israel | 9722 591 6104 | Taiwan | 866 2 6602 1243 |
| Italy | 3906 6051 3358 | United Kingdom | 44207 691 9308 |
| Japan | 8134 496 4854 | United States | 913 273 1962 |
| Latvia | 371 660 13216 | | |

Print this page and include as cover sheet of your fax.



Debit Memo Review Policy

Email

Send a scanned copy of your Airline Debit Memo, Agent Coupon if available, and any support documentation to ADM@travelport.com. Please include in the **Subject Line** of the email: Worldspan – ADM, and your SID (SID is your Worldspan subscriber ID.)

Please email questions or comments regarding debit memos to ADM@travelport.com. Be sure to include your SID in the email.

U. S. Mail

Mailing Address: Travelport
ATTN: ADM
Mail Stop D4-060
7300 Tiffany Springs Parkway
Kansas City, MO 64153

Please read the following policies and instructions prior to submitting an airline debit memo for an auto-priced or auto-ticketed itinerary to Worldspan for research and possible payment. For additional debit memo information, see INFO DEBIT MEMO.

Pricing Policy

Worldspan guarantees auto-priced (FCI 9) and auto-ticketed itineraries for twelve (12) months following the ticket issue date when the history remarks confirm no manual intervention subject to the conditions stated below.

An airline debit memo issued against an auto-priced itinerary may be submitted if the fare calculation indicator (FCI) is 9—indicating the ticket was auto-priced. However, there are certain conditions under which debit memos from tickets with FCI 9 will not be guaranteed.

Worldspan does not guarantee payment for debit memos issued due to non-fare related items—regardless of the fare calculation indicator. Non-fare related items include, but are not limited to:

- Violation of specific sales restrictions associated with the usage of a non-ADT passenger type code – e.g., form of payment, residency, and/or eligibility restrictions, age, etc.
- Invalid booking practices – cancel and rebook abuse
- Abusive or fraudulent booking practices to circumvent fare rules or hold multiple bookings
- Paper ticket surcharges
- Commission issue
- Invalid or incomplete ticket designator data
- Discount amount applied
- Tour code agreement issue
- Invalid/no ticketing agreement – it is the travel agent's responsibility to ensure a carrier agreement exists between the validating carrier and the participating carriers in the itinerary
- Passenger used a government issued credit card but did not receive government fares
- Debit memo issued more than twelve (12) months after ticket issuance
- Exchange – non-pricing concern
- Disputed refund amount deducted on sales report
- Service fees

Airline debit memos issued against non-pricing issues should be resolved with the carrier – not Worldspan. If a waiver code is needed for any reason, the agency must contact the airline.

Worldspan will investigate all debits to ensure the fare related issue is not a result of invalid data filed by the carrier or due to certain international fare construction pricing results based on carrier specifications or IATA provisions.

When the issuing agent specified a fare related classification other than ADT (ADULT), the issuing agent assumes responsibility for ensuring the passenger meets all applicable sales restrictions set forth by the carrier.

Certain passenger type codes (i.e., CHD, SRC, GVT, FFY) alter the standard data and have certain sales restrictions—such as age, form of payment, possession of a valid frequent flyer ID card, and sales location—which can only be enforced by the ticket issuer at the time of ticketing. The ticket issuer is responsible for ensuring the passenger meets all applicable qualifications. Improper application of specific passenger type codes (PTC) may result in financial penalty from the carrier to the agency issuing the ticket.



Debit Memo Review Policy

Many airlines monitor booking activity in order to control inventory and reduce distribution costs. Canceling and rebooking an itinerary without a change in class of service, flight number, date, and/or itinerary may be interpreted as an attempt to extend the required ticketing date. Any financial penalty imposed as a result of an attempt to extend the required ticketing date is the agency's responsibility and must be resolved directly with the airline. Worldspan does not endorse the use of cancel and rebook transactions as a means of extending deadlines and is not responsible for airline debit items issued as a result of such transactions. For additional information, see INFO PRICE POL.

Rapid Reprice Guarantee Policy

Tickets issued using Rapid Reprice may indicate a fare calculation indicator (FCI) of 4 or 5. Debit memos issued against tickets with FCI 4, 5 or 9 will be reviewed by Worldspan.

Worldspan guarantees the fare when the Rapid Reprice process is successful and a new ticket is used against the fare amount in the final results screen using the following criteria:

- Ticket was issued against the automated 4-DI created from the Rapid Reprice process and not manually modified
- Original e-ticket was auto-priced (FCI 9)
- Ticket was issued in the 1P partition

Worldspan will not guarantee a Rapid Reprice transaction under the following criteria:

- Additional documents were included as part of the Rapid Reprice process
- Automated 4-DI created from Rapid Reprice was modified
- Original e-ticket was anything but auto-priced (FCI 9)
- Debit Memos issued on tickets reflecting FCI of 0, 1, 2, 3, 7 and/or 8 will not be eligible for review.
- Debit Memos issued on tickets reflecting FCI of 6 will be eligible for review.

For additional information on FCIs, see INFO TCN or INFO FCI.

Debit Memo Review Instructions

The following **required** documentation must be submitted when requesting a Debit Memo review:

- Legible copy of all pages of the airline's original debit memo issued to the travel agent. Normally a single page, but some carriers may issue two pages.
- Legible copy of ticket/agent coupon(s) of actual ticket used for all travel—indicating FCI number.
- In the case of a Rapid Reprice debit memo, the agent coupon(s) of the original ticket must also be submitted—FCI number is required.
- Completed Airline Debit Memo Cover Letter located at the end of this document.

Worldspan's goal is to conduct a thorough and accurate investigation of your eligible debit memo claim while maintaining the highest possible level of customer service. To expedite processing, please submit the required documentation in the following order:

1. Debit memo
2. Agent coupon(s)
3. Any other applicable information
4. Airline Debit Memo Cover Letter

Please note:

- Debit memos submitted with a ticket issuance date older than twelve (12) months will be returned.
- Debit memos issued on tickets reflecting FCIs of 0, 1, 2, 3, 7 and/or 8 will NOT be eligible for review.
- Rate Desk Pricing a PNR results in a FCI of 1 making the agent responsible for any resulting debit memos.

- The ERTK- override enters a TK- in the endorsement field of the ticket making the agent responsible for any resulting debit memos. Worldspan is not responsible for debit memos resulting from the use of the ERTK- override (when TK- appears in the endorsement box).