

Follow Up – Delta Leading Industry in Effort to Reduce Debit Memos



Presented by ARC and Delta Air Lines – May 2017



“Hear From Delta Air Lines About Reducing Debit Memos” – Webinar Follow Up

Thank you for participating in the ARC & Delta hosted webinar “*Hear From Delta Air Lines About Reducing Debit Memos*” last month. In this webinar Delta shared the innovative internal steps taken during 2016 to minimize agency exposure to debit memos, as well as the success of the ARC Debit Memo Working Group (DMWG) effort.

The feedback from the webinar indicated that the agency community as a whole was very excited with our progress. However, there were several participants that still expressed concern specific to debit memos associated with Credit Card Chargebacks and Booking Violations. Some questions were hypothetical in nature or were in reference to other carriers, but we made every attempt to answer your questions to the best of our ability.

Credit Card fraud can strike at any time and often results in high dollar debit memos. We received many questions asking how agencies can prevent receipt of a debit memo due to fraudulent charges.

As shared during the webinar, agencies in general should see a significant decrease in Delta issued Booking Violation memos based on enhancements implemented with our robotic process and a few tweaks to our audit parameters. We appreciate your understanding on why Delta is monitoring inventory so closely and have included the information to help prevent/manage this type of booking behavior.

Let's put the final pieces together....



Knowledge is Wealth



Delta's goal is to be your airline of choice to do business with and your feedback is important to us. Based on the webinar feedback we have prepared the following documents:



Agency Tool Kit – Tips to Avoid Debit Memos

Minimize Risk - Credit Card Fraud – Red Flags

- While it is difficult to prevent all credit card fraud our desire is to provide some recommendations and practical steps to help minimize your agency's risk.

How to Avoid a Booking Violation Memo

- Duplicate Bookings and Churning are the 2 most common types of booking activity Delta has tried to minimize. This reference document provides definitions and preventive measures.

Q & A Document

- Answers to questions submitted via the webinar or to ARC directly

Miscellaneous Reference Documents

- Contesting Debit Memos – Delta's Preferred Method
- Appending Ticket Designator or Waiver Codes to Tickets

Resources Available & Contact List

Booking & Inventory Violations - Definitions

Duplicate Bookings

All duplicate bookings generated by a single GDS subscriber are prohibited, including:

Multiple itineraries for any number of passengers with the same passenger name, whether identical itineraries or not reserving one or more seats on the same flight or different flights for the same time frame, regardless of the class of service or format used to make the reservations.

Additionally, creating a reservation where it is logically impossible to be used on each segment created across one or more PNRs or GDSs is not permitted. ***Please note: In order to ensure the most accurate availability is accessible to all of our customers, effective February 14, 2011, Delta will cancel all duplicate bookings as soon as they are identified; the inventory in these bookings will be returned to availability.***

Churning

Churning refers to any repeated booking or canceling of the same itinerary in the same class or different classes of service across one or more passenger name records or GDSs including, without limitation, to circumvent or extend ticketing time limits, hold inventory or to meet GDS productivity requirements. Delta excludes from churning calculations all activity generated the same date the initial booking for a segment was created.

Fraudulent/Fictitious Bookings

Fraudulent, fictitious, or speculative bookings are forbidden. These are defined as reservations where a booking is entered into a GDS regardless of input codes, using fictional or fabricated names, with no intent for travel and is not directly related to a request from a passenger to purchase a ticket. ***Examples of such bookings include reservations that list the following in the PNR: Schedule A/B/C Mouse/Mickey Mouse/Minnie***

Inactive Segments

All inactive segments must be removed from the GDS PNR at least 24 hours before departure. Inactive segments include those with the status codes of HX, NO, UN, UC, SC, TK, US or WK. Inactive segments that are not cancelled 24 hours prior to departure are subject to cost recovery fee charges from Delta.

Booking & Inventory Violations - Definitions

Inventory Circumvention/Married Segments

Delta manages inventory on an origin and destination (O&D) basis. Inventory that is available on a particular segment for one O&D may not be available for other O&Ds including the same segment. Delta's booking policy prohibits the creation of reservations with the intent to circumvent inventory management controls (e.g., married segment logic or journey controls) and/or to obtain inventory for ticket sales which Delta does not intend to offer for the passenger's actual O&D itinerary. Agents engaging in circumvention of Delta, and all JV partners inventory controls, will be held accountable for these violations.

An acceptable passive segment is a segment entered into a GDS for the purpose of ticketing and must match an existing booking. GDS subscribers must use "claim PNR" functionality when it is available and can be used for ticketing instead of passive segments. The creation of passive segments is not permitted when it is possible to claim a Delta created PNR.

In order to better control costs and eliminate abuse associated with the use of passive segments, Delta participates in "passive segment notification" in GDSs which offer this enhancement. This means that whenever a travel agent passively books a Delta segment, Delta receives a "passive segment notification" (PK, PL, PU, PX) message at "end transaction".

1. Delta automatically validates each passive segment notification message to determine that a matching segment exists in our internal reservation system.
2. If an identical segment does not exist within Delta's internal system, a message will be sent back to the GDS PNR, changing the status code of the passive segment to "NO" (No Action Taken).
3. An SSR will accompany the rejected segment stating the segment containing the passive is not valid. Passive segment(s) may be rejected by Delta for one or more of the following reasons:
 - Matching itinerary not found/Matching name not found/Matching number of passengers not found
 - Matching class of service not found/Segment actively waitlisted by Delta; passive waitlist not allowed
 - Matching passive segment previously received/Agency does not have ticketing authority or is on Delta's denied sales table

Delta Credit Card Fraud – Prevention Steps

Key Factors to Avoid Credit Card Rejection Debit Memos:

Stay informed & monitor ARC fraud communications
Watch for unusual or high risk sales patterns
Know your customer & beware of non face to face transactions

Exercise Caution:

Origins & Destinations that do not include point of sale country
One way trip or high value ticket (customer not concerned with price point)
Customer requests reissue within short time frame (SAME DAY, sometimes as soon as minutes or hours)
Customer provides one card after another when not authorized, or customer attempts multiple forms of payments
Change in passenger name requested after original booking is made
Customer provides bogus addresses and/or phone numbers to circumvent ability to validate the card
Repeated usage of same card number for multiple sales in a short time interval
Third party sales, or when passenger name and cardholder name differ
Customer books one ticket; then calls back to purchase additional tickets (a.k.a. testing the system)

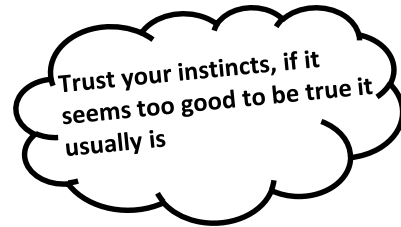
Ensure Due Diligence:

Ensure staff is trained to detect and avoid fraud / develop in-house procedures to validate cardholder ID
Require 24 hour hold on all tickets while validation is performed

Reporting Fraud:

Report suspected fraud to local authorities, credit card merchant bank and ARC , etc.
Obtain a FBI or police report
If the memo has not been paid, attach the document in AMM for review
If the memo has been paid, send email and supporting documents to collections.delta@delta.com for review
Report fraud to Delta's tip line: DLTravelAgencyCCFraud@delta.com

Note: Delta's Contract of Carriage does not allow us to take action to prevent usage of coupons involved in fraudulent activity unless a FBI/police report is provided by the travel agency and the passenger has not started travel.



Reference ARC's list of fraud warning signs and their varying degrees of danger. Contact ARC at 703.816.8137 or fifp@arccorp.com.

LOW RISK LEVEL

- Caller ID identifies caller as local
- Passenger is also cardholder
- Agent obtains manual imprint of unexpired and unaltered credit card in the travel agency
- Agent obtains valid signature and approval code
- Signature is an approximate match to that on back of the credit card
- Originating airport is in the same region as the travel agency
- Destination is in the same region as the travel agency
- Established customer
- Domestic travel
- Date of departure is more than one month from date of issue

MEDIUM RISK LEVEL

- Caller ID identifies caller as local
- Originating airport is in the same region as the travel agency
- Destination is in the same region as the travel agency
- Passenger may or may not be cardholder
- Customer is new
- Domestic or international travel
- Date of departure is less than one month from date of issue

HIGH RISK LEVEL

- Caller ID identifies caller as out of area or with no information at all
- Agents are usually contacted for the first time via, Web site, e-mail or the TTY service (for the hearing impaired)
- Cardholder is not the passenger
- Credit card, driver's license, passport faxed/e-mailed because cardholder is never present in the agency
- Several tickets are purchased with different routings, travel dates and passenger last names using a single credit card
- "Customer" may use a religious title (e.g., Pastor Robert) or a religious premise (Missionaries to Africa) or other socially respected profession, e.g., doctors, to establish credibility
- E-mail requests contain obvious spelling errors (e.g. cities and states)
- "Customer" uses airport codes in their e-mails, i.e., asking for tickets from ACC to LHR rather than Accra to London
- "Customer" provides fictitious address and phone number in the US
- E-mail address is from a free service (Yahoo, Hotmail, Gmail, etc...)
- Customer/passenger name is new to agency
- Domestic or international travel
- Customer not concerned with ticket price or service fee amount
- Last minute travel
- Highly flexible travel schedule
- Customer offers multiple credit cards as payment if first credit card is rejected
- Customer can be contacted only via a cell phone with an area code not in the same region

IMPORTANT: ALL credit card transactions have some level of risk. It's the agent's responsibility to determine what level of risk they are comfortable with prior to issuing and releasing a ticket. Faxed or emailed images of credit cards, driver's licenses, passports or credit card authorization forms are NOT sufficient documentation to receive chargeback protection.



General Debit Memo Q & A

(Questions shown below are copied from webinar tool directly as written by agent)

Q1. Why has Delta removed the fare rules from the GDS, CAT16?

A1. Our Domestic Contract of Carriage (always available in its entirety at delta.com) now contains the full content for ticket reissue procedures in plain English and is easily accessible. As you are aware, the applicable Contract of Carriage is incorporated into our tickets, as are the fare rules. The redrafting and transfer of these provisions to the Contract of Carriage was completed early last year at the request of our customers, and the response has been very positive overall. At this time we are not considering moving the text back to the fare rules.

Q2. I got a debit memo from AA for \$50.00 since the tax of \$6.10 was not put in the designated tax field. It was put in the Fare computation instead, but bottom line the total was correct! So why charge us a \$50.00 fee when we help you out to exchange tickets! So it less work for the airline and then we get penalized for doing nothing wrong! I can see if we didn't have it in the total but it was! Just seems wrong! No one is perfect!

A2. Delta cannot respond on behalf of other carriers. Your agency will need to contact AA for assistance with this question. **However, if this situation came up during a Delta audit, you would not have received a debit memo.**

Q3. We are seeing up front corporate fare filing in CAT 31. Fares being filed that has verbiage that changes are not permitted after departure of journey. When we contact Delta's Sales Support, they advise they do not file in CAT 31 for any of their fares. This filing stops our ability to use rapid re-price for exchanges. Your presentation acknowledged fares being filed in CAT 31. Can this be looked at with the pricing department?

A3. Most of our corporate programs are a discount off the published fares and use the published rules for the CAT16/31/33. We do not file separate CAT 16/31/33 rules for the corporate programs, we only use the published rules; however, in rare cases there may be exceptions.

Q4. Is there a portal for the agency to process updates on line with Delta once a ticket is issued by the agency?

A4. At this time, Delta does not have a portal. Agencies are able to void a ticket within the 24 hour window. In addition, agencies may process manual voids with ARC and make changes in IAR before the Sales Report is submitted.



General Debit Memo Q & A

Q5. Why are service charges for routine (minor) errors such as missing Tour Code so high? Other carriers charge \$25, \$40 or \$50 and DL charges \$75.

A5. Thank you for your feedback. Delta will take this under consideration.

Q6. Received a memo stating (ticket requirements not met, fee applied per ticket for failing to document waiver code on ticket). This took 3 months for us to receive. Why issue a memo for document waiver code not on the ticket, but when you checked it you could tell we qualified for one?

A6. **As I am sure everyone understands auditing sales for over 180 million passengers a year, is a daunting task.** Failure to include information such as waiver code or ticket designator results in unnecessary manual audit and associated audit expense, therefore Delta charges a \$75 administrative fee. Below is the typical timeframe for Delta audit and debit memo processes:

Day 0-30	Transmission and receipt of sales data
Day 31-60	Audits performed
Day 61-81	Extra internal steps taken to ensure the validity of memo before actual issuance

Q7. Is it accurate to summarize as Delta is doing more of the pre-checking prior to sending out debit memos, so there will be less incorrect debits that agencies will receive?

A7. **Extra steps are taken in-house to validate the vendor's audit results to ensure validity before memo issuance. This has allowed us to maintain a 98% accuracy rate on debit memos.**

Q8. We received a debit memo where a MCO for one name was applied to a traveler under another name. The account has a corporate agreement with DL that allows us to transfer. What is required when this is done?

A8. The exception that allows transfer of the passenger name on an MCO is located on pro.delta.com. The corporate ticket designator must be present on the ticket in order to avoid receiving a debit memo. Policy is as follows: *MCO is nontransferable; MCO may only be applied toward a new ticket for the passenger named on the MCO. Exception as noted: Corporate Name Change Exception – Effective February 1, 2017 - MCOs applied toward a new ticket issued with a valid Delta corporate sales agreement (CSA) may be transferred. Please ensure that the corporate ticket designator which must begin with an "X" or a "C" is entered on the ticket to avoid a debit memo. New ticket must be equal to or higher in value; if lower value, residual balance is forfeited.*



General Debit Memo Q & A

Q9. If client has a corporate agreement with Delta, but no discount applies to the flights booked, does Delta allow POS commissions to be claimed?

A9. Agreements vary depending on the account. It is important to check the terms of the corporate agreement and the terms of the point of sale commission agreement to determine if commission can be applied.

Q10. Where can I go to get Delta policies on their debit memos policies?

A10. For Delta policies please refer to our Policy Library at : <https://pro.delta.com/content/agency/us/en/policy-library.html>

Q11. What is the contact information for further questions?

A11. For further questions please email collections.delta@delta.com, and enter ARC Agency Webinar in the Subject Line.

Q12. Can we refund unused ticket (refundable and nonrefundable) value when we get a dispute memo, this will help our travel agent to reduce loss.

A12. We were not sure if the scenario you are describing is related to a credit card rejection memo or not so we decided to address with and without. If you receive a debit memo for a credit card rejection and the flight coupons have not been used you cannot receive a refund. The reason is that the initial charge on the credit card was rejected and the payment to Delta was reversed so Delta has already returned the payment to the card. Delta has fares that are either refundable or non-refundable and based on the fare rule there could be a penalty associated with some refunds. For non-refundable fares there are some exceptions such as bereavement and medical.

Q13. Is there still a rule that a debit memo can't be issued if the ticket is more than two years old?

A13. ARC DMWG is currently in the process of creating best practices regarding this issue. Delta tries not to issue a debit memo on a ticket when 9 months has passed since the last travel date. This rule does not apply to chargebacks, fraud, unreported sales and refunds.



General Debit Memo Q & A

Q14. Does Delta issue debit memos for No Shows?

A14. At this time, Delta does not issue debit memos for No Shows.

Q15. Rather than focusing on the debit memo process, why is there no focus on the root cause – streamlining and adapting consistency with fare rules?

A15. This is why we did the webinar. We wanted to hear your concerns. We are taking your feedback and looking for ways we can improve communication, streamline processes and enhance tools and automation to help eliminate or at the very least minimize the root causes that result in issuance of debit memos. Our goal is to continue to actively participate on the ARC DMWG and keep this initiative for improvement front and center.

Q16. How long is the typical turnaround time for an answer when the debit is disputed?

A16. Delta's internal service level for answering disputes is 7-10 business days.

Q17. Can the rules in the GDS systems be easier to understand? And will they make the verbiage they use to explain the fare rules any easier?

A17. This effort is being addressed with the carriers, ATPCO and GDS providers in the ARC Debit Memo Working Group. This is a group effort as any changes would be technical coding changes and impact all three and due to the difficulty will not happen overnight. However, Delta is making every effort to clean-up CAT 16 and ensure it is aligned with CAT 31 and 33. Additionally, many fare rules can be found in Delta's contract of Carriage where we have taken great effort in making sure the verbiage is in "plain English".

Q18. Booked a ticket on code share with Virgin, passenger cancelled trip. Virgin shows 300.00 cancellation fee, Delta's is 350.00. Who do we call to check on this?

A18. If the ticket is plated/issued on Delta 006 your agency would contact Delta for assistance. **For a ticket issued on Delta that has more than one fare component being cancelled results in the highest penalty of the cancelled fare component.**



Credit Card Rejection/Fraud Q & A

Q19. Regarding chargeback debits- some disputes are from travelers unhappy with airline service, based on your mention of DL reviewing these prior to going to the Travel Agency, will these still be sent to the Agency? or will Delta make the traveler happy?

A19. Delta reviews service related chargebacks on a case by case basis. Generally, Delta would prefer that customers contact Delta's Corporate Customer Care Department in this situation instead of disputing the charge. Note: For American Express and Discover Card pending chargebacks, Accertify will contact the agency and allow them to provide compelling evidence in an attempt to prevent the chargeback.

Q20. When we charge credit card DL/KL/AF, we are restricted to a limit amount to charge, why is that?

A20. We have checked with our Credit Card Accounting Department and Distribution Departments, as well as ARC, and cannot find any restrictions related to maximum amount eligible to be processed via credit card. If your agency can send a specific example to collections.delta@delta.com, we will be glad to explore further.

Q21. How do we defend a friendly fraud chargeback?

A21. Agencies are responsible for providing the burden of proof. Ensure your customer acknowledges the terms and conditions regarding refund and exchange rules. Respond to chargeback notifications as quickly as possible. Provide transaction data in addition to customer receipts, email and IP address in card not present situations.

Q22. How do we defend a case where we do not have an imprinted copy of the card available with us?

A22. Utilize the Credit Card Tips and Red Flags reference documents to take preventative measures to protect yourself against fraud. If your agency does proceed with the transaction, ensure your customer acknowledges the terms and conditions regarding refund and exchange rules. Respond to chargeback notifications as quickly as possible. Provide transaction data in addition to customer receipts, email and IP address in card not present situations.

Q23. Why does DL send full ticket price in case of chargebacks if the tickets are refundable?

A23. If the ticket is refundable, the passenger is holding a ticket that is eligible for exchange and Delta has not received payment for the ticket. If the passenger does not want to exchange the ticket, they should have requested a refund and paid the applicable fee instead of disputing the entire charge.



General Debit Memo Q & A

Q24. Chargebacks, multiple types of DM's surrounding a chargeback.chargeback, unreported sale, on ticket and then TASF if fee. Why so many different ones?

A24. ARC considers credit card chargebacks and unreported sale memos a direct violation of the ARC Agent reporting agreement. When these situations arise, memos are assigned to ARC's Ticket Resolution Service Team (TRS). In 2015 ARC implemented a change in the TRS program, which eliminates TRS compensation fees for agencies if TRS tickets are paid within 15 days of issuance. Prior to January 2015, ARC charged agencies a flat fee of \$43 per ticket included in each TRS related debit memo, regardless of when the memo was paid. Beginning in 2015, a fee is not imposed if the memo is paid within 15 days of issuance; after 15 days a flat fee of \$55 per ticket is applied. The policy change to the TRS debit memo was based on feedback from the ARC Debit Memo Working Group (DMWG).

Delta reached out to ARC for their response: " The Travel Agency Service Fee (TASF) credit card merchant program is managed by ARC and chargebacks associated with TASFs are managed directly by ARC and are not part of the airline debit memo process. ARC establishes the fees for the collection of TASF credit card chargebacks. If you have any additional questions around the TASF program or any associated fees, please contact ARC's customer care center at 1.855.816.8003".

Q25. Delta is the only major airline to file CCRJ with ARC as well as DL charges a \$75 fee. Why does DL file with ARC resulting in URS Compensatory fees. Why is DL the only airline to charge an Admin Fee?

A25. Delta made a business decision several years ago to assess a \$100 administrative fee to cover the internal costs of processing chargebacks as well as the fees charged to Delta by the credit card processors. ARC considers credit card chargebacks a direct violation of the ARC Agent Reporting Agreement and offers TRS services to carriers for a reasonable fee. Delta chose to utilize these services as chargeback memos represented the highest dollar volume of debit memos.

However, based on feedback from the agency community two changes were implemented regarding fees associated with credit card chargeback debit memos. In 2015, ARC implemented a change in the TRS program, which eliminates TRS compensation fees for agencies if TRS tickets are paid within 15 days of issuance. Prior to January 2015, ARC charged agencies a flat fee of \$43 per ticket included in each TRS related debit memo, regardless of when the memo was paid. Beginning in 2015, a fee is not imposed if the memo is paid within 15 days of issuance; after 15 days a flat fee of \$55 per ticket is applied.

Additionally, in 2016 Delta as the result of feedback from an agency survey Delta reduced our administrative fee from \$100 to \$75.



General Debit Memo Q & A

Q26. Why would you not allow paying debit memos with credit cards?

A26. **Historically, Delta did allow credit card form of payment for debit memos. Unfortunately, we were faced with a significant volume of chargebacks, associated bank fees and manpower issues. As a result, Delta discontinued this practice several years ago.**

Q27. On CCRJ, we need the card company's case # and the cardholder's name. Frequently, client's state they did not dispute the charges. The case # should be shared to help us resolve with the client.

A27. At this time, there is no place for Delta to put this information on the memo. For Discover and American Express, Accertify will send the case number to the agency. Cardholder information is confidential and we don't always receive that information.

Q28. Fraud. We have people book expensive tickets on our website. Our auto ticketing program issues the ticket and then the person calls Delta to exchange our ticket for a ticket to Lagos, or another red- flag places, and you allow it!!! We then get stuck with the ticket. The ticket gets charged to our corporate card you DL doesn't require the person to show the FOP at time of travel.

A28. Delta is taking this activity very seriously. In the first quarter of this year initiatives were implemented to help minimize this activity. First, recurrent training was rolled out to frontline employees and a Project Manager assigned to review for non-compliance. Second, Delta's internal reference tool was updated regarding tickets issued or reissued to high risk fraud cities and how frontline personal should manage. Finally, this scenario has been programmed into our credit card fraud scoring tool to help quickly identify those transactions where the fraudsters are taking travel agent issued tickets to Delta for reissue. Delta will continue to dedicate time and effort to identify ways to deter this activity. **If you have specific examples we would be very interested in reviewing these to ensure our newly implemented processes would capture and prevent your scenario. Please forward to: collections.delta@delta.com and reference ARC Agent Webinar in the Subject Line.**

Q29. The only thing worse than working with chargebacks is having to do so through Accertify. Please provide a better form of communication than a fax number?

A29. Delta entered the Accertify partnership in an effort to support the travel agency community's repeated requests to address chargebacks before they become a debit memo. Delta incurred significant expense when implementing this partnership and chose to do so without passing any additional expenses to travel agents.

At this time, agencies can respond to Accertify via fax # 866-556-1914 or email at deltacb@accertify.com. Based on your feedback we reached out to Accertify and learned they are already researching additional communication platforms and hope to offer these additional methods before the end of 2017.



Booking/Inventory Q & A

Q30. Scenario, passenger is enroute (hypothetically), they are going to miss their connection possibly not sure at the current moment, you hold a later flight in the same PNR...then we get a debit memo for holding 2 flights.

A30. When a passenger is enroute and misconnects on their next flight, it is not necessary for your agency to protect your customer. If your agency does protect your customer, your agency will be holding inventory that may not be used. Reference Booking Violation-Dupe Segment for further information. Delta's Viper system automatically protects passengers on the next available flight.

Q31. Do we get DMs for HX segments when they are upgraded segments? (if we as agents do not catch and remove the HX segment?)

A31. Yes, HX segments that are not canceled 24 hours before the scheduled departure are deemed inactive and the agency is billed at \$3.50 per passenger per segment.

Q32. How many times can you hold a reservation before you get a debit memo for churning?

A32. You can hold a reservation 6 times. On the 7th time, the agency will be subject to a debit memo.

Q33. Can you change a name on a PNR prior to issuing the ticket as long as it is done on the same day it was held or do we have to cancel the record and make a new one?

A33. Name changes are not permitted on reservations unless entered for the purpose of correcting a misspelling of the passenger's name of less than 3 characters of the last name. Important: If more than three characters of the last name, contact Delta's Sales Support (DSS) or Reservations and obtain a waiver code. Delta's name correction policy and exceptions are located on pro.delta.com

Name Correction: Same person, misspelling of last name or recently married

Name Change: A different person, applying one ticket toward another person's ticket

Q34. Going back to the DL/AM question, we booked/issued a DL ticket that had both DL/AM space confirmed. The AM segments came back HX'd over the weekend. I looked on DL website and all flights showed confirmed but on AM website it only showed the DL flights confirmed. I was able to reconfirm the AM flights and I contacted our sales rep for both carriers and they have advised all is ok now, this happens quite often in our office. Where is the disconnect?

A34. [Delta recommends your agency contact your GDS provider to report the problem as it may be related to a messaging problem between the GDS and the carrier. If you could provide an example, we will also reach out to our GDS contacts.](#)

Delta Contact/Reference Information

Delta's On-Line Agency Portal/Policy Library:

WebLink: https://pro.delta.com/content/general/en_US/landing.html

Reservations:

Domestic 800-221-1212

International 800-241-4141 from US/PR/VI

Refund Department:

Phone: 800-847-0578

Email (Domestic): DomPsgrRefunds.Delta@Delta.com

Email (International): IntlPsgrRefnd.Delta@Delta.com

WebLink: http://www.delta.com/content/www/en_US/support/faqs/preparing-for-your-trip/refunds-faqs.html

Revenue Recovery Travel Agency Fraud Team:

Email: DLTravelAgencyCCFraud@delta.com

Phone: 404-714-6227

Debit Memo Inquiries:

Preferred: ARC Memo Manager

Secondary: <mailto:Collections.delta@delta.com>

Thank You



We hope this information was helpful and sincerely thank you for helping us lay the road to Success!

Delta Air Lines, Revenue Recovery
ARC, Shelly Younger, Sr. Manager
Industry Relationships