

REFUNDS, EXCHANGES, AND VOIDS

Q&A



REFUND QUESTIONS

Question 1. I thought that when there were 2 different fare basis codes and 2 different penalties the strictest penalty applied to the entire ticket. Is that not true?

Answer. It is correct that the strictest penalty applies when two different fares are used for a **reissue**. For **refund**, if a wholly unused ticket is refundable then the strictest penalty applies. The example on the webinar was based on a combination of non-refundable and refundable fares and in this case the penalty for the refundable portion of the ticket is collected on the refund.

COMBINATION OF REFUNDABLE AND NONREFUNDABLE FARES ON TICKETS

DOMESTIC - FOR PART REFUNDABLE AND PART NONREFUNDABLE WHERE TRAVEL IS SOLELY WITHIN THE 50 US OR BETWEEN THE 50 US AND PUERTO RICO, U.S. VIRGIN ISLANDS OR CANADA, DELTA WILL REFUND THE REFUNDABLE FARE SEGMENT AND ASSOCIATED TAXES. DELTA WILL NOT REFUND THE NONREFUNDABLE FARE SEGMENT AND ASSOCIATED TAXES.

INTERNATIONAL - FOR INTERNATIONAL TRAVEL, FOR TICKETS ISSUED WITH A COMBINATION OF REFUNDABLE AND NONREFUNDABLE FARES, DELTA WILL PROCESS A REFUND OF THE REFUNDABLE SEGMENT AND ALL APPLICABLE TAXES, FEES AND CHARGES APPLIED TO THE ENTIRE TICKET.

Similar Questions.

- *I thought if one segment of a ticket is non-refundable, it makes the entire ticket non-refundable. Is this no longer correct?*
- *I thought that when there were 2 different fares basis codes and 2 different penalties the strictest penalty applied to the entire ticket. Is that not true?*
- *Ticket with mixed class of service is penalty calculation based on most restrictive penalty or each segment to go by?*
- *You showed us an example of a ticket were the OB was refundable and the return wasn't and you told us that we needed to discriminate the fare on the OB discount the fee and only refund that segment. However it shouldn't be non-refundable the all ticket.*

Question 2. How does the agent know how the refund was rejected? Totally lost with her presentation.

Answer. If your agency tries to manually refund a ticket, it will not be complete until an ESAC code is given. If a code is requested then there is a possible error either the ticket has already been refunded or exchanged.

Similar Question.

- *In cases where a refund would be rejected exchanged would void would not show rejected. Will get error message in sales report stating coupons not avail. Check doc in IAR.*

Question 3. If the ticket status shows open we should assume the ticket hasn't been refunded by Delta right?

Answer. Yes, but it also depends on whether the passenger has requested the refund directly with Delta as well and the two refunds cross paths. While Delta tries to work every refund request as soon as possible it may still be a few days before the process is complete. If there is a duplicate refund Delta verifies who processed the last refund and if it is determined the agency issued the refund a debit memo is issued, if Delta processed the refund then the passenger's credit card will be debited to recall the duplicate refund.

Question 4. If the original ticket is nonrefundable and was changed to a refundable fare. Is it possible process a refund?

Answer. If an original ticket is nonrefundable and the new fare is refundable then the only portion that is refundable on the ticket is the additional collection. The nonrefundable portion remains nonrefundable.

Question 5. Doesn't it when an agency refund a ticket, ticket status will show as REF? Sorry, I mean when AIRLLINE refund a ticket?

Answer. Yes, the status changes. When Delta processes a refund the status does change to EREF or PRINT or SUSPEND. We have had instances where a passenger requests a refund with both Delta and the agency and the refunds could cross paths. However Delta's system does not update your sales report/GDS. Your agency will receive an error message and a code will be requested. This normally indicates the ticket has been refunded or exchanged.

Similar Question.

- *If Delta Airline processed the refund, did the status will change into R therefore agency should and cannot process the refund?*

Question 6. On a non-ref ticket that isn't used, does DL remit taxes charged to the government?

Answer. Certain sales based taxes and fees are required to be remitted regardless of ticket usage.

Question 7. Wouldn't DL refer passenger to agency for refund for agcy issued ticket?

Answer. If the passengers requests a refund via www.delta.com or calling reservations we will assist the passenger.

Question 8. When DL processes the refund, are they responsible for making sure the ETR gets updated to REFUND? Could the ETR remain OPEN FOR USE but DL refunded? We've seen this happen.

Answer. Yes, we are responsible for changing the coupons to EREF, PRINT or SUSPEND if Delta processes the refund. If Passenger Refunds processes a refund the coupons are normally closed, however, they are certain instances where a coupon might remain open.

Similar Question.

- *When Delta refunds, would it change the e-ticket status to RFND? In the GDS?*

Question 9. Refunds processed by Delta "no esac given" where does an agency see this so they do not try to refund the ticket?

Answer. The "NO ESAC GIVEN" is located on the REN. It will not be in the PNR. This is an indication that the coupons may not have been available to refund. If your agency tries to manually refund a ticket, it will not be complete until a code is given. Your GDS will populate it if it's a valid refund

Similar Questions.

- *Where in PNR we need to look for ESAC code?*
- *If there's not a valid ESAC will it error in IAR?*

Question 10. If we get back a NOESAC code can we VOID our refund to avoid a debit memo?

Answer. Yes if it's in error it can be voided within the 24 hour void window. However, the void must be completed in your GDS. If the refund is showing the next day in the sales report please contact the ARC Agency Help Desk to have them determine why the void was not processed.

Similar Question.

- *How do you know if a void of a refund was unsuccessful if the coupons go back to OPEN? Will it be a message in IAR, the GDS?*

Question 11. What if an agent does an exchange and we don't get an esac #?

Answer. Delta does not audit for ESAC's on exchange unless there is duplicate reissue on same ticket same coupons. In the routine audit on exchanges we verify that the sale is reported correctly, exchange fee collected if applicable, taxes and commission are correct and the correct classes of services are used.

Question 12. For this discussion, are you referring to Refunds via the GDS or directly in IAR?

Answer. This is for any refunds processed by the agency.

Similar Question.

- *Are you referring to refunds that are processed through ARC or through our GDS?*

Question 13. For possibly refunded some taxes on an Intl ticket, why would we be referred to the GDS? Unless I misunderstood her slide. I understood them to say we should check with the GDS.

Answer. Passenger Refunds cannot advise what taxes are refundable unless they are processing a refund. Your agency will need to contact your GDS help desk. Your GDS help desk has a tax database which they use for their customers for booking/original sale/exchanging/refunding tickets.

Similar Questions.

- *In re to refundable taxes, does DL provide any type of documentation on their website that shows refundable taxes for international itineraries?*
- *Can I refund taxes on a fully non-ref international ticket? If so, are all taxes refundable on an International ticket?*
- *Phone number to call to find out what taxes can be refunded on an international ticket?*

Question 14. If DL refund is processed 1st, can GDS "dupe" refund be inhibited?

Answer. Unfortunately that functionality is not available.

Question 15. For International tickets - we are then able to refund taxes, but maybe excluding YQ/YR carrier imposed fees? How about US tax on INTL tickets?

Answer. The YQ/YR surcharge is nonrefundable if the fare is nonrefundable. The domestic US tax for the 7.5% of the base fare is also nonrefundable. The US International Transportation (Arrival/Departure) tax is refundable as long as none of the coupons are used.

Question 16. Question about Refund of Taxes? Can they elaborate?

Answer. Regardless of point of sale, Delta does not refund any taxes, fees or surcharges collected upon solely domestic nonrefundable tickets (travel within the 50 US or travel between the 50 US, Puerto Rico, U.S. Virgin Islands or Canada).

NON-REFUNDABLE TICKETS

NON-REFUNDABLE TICKETS HAVE NO REFUND VALUE, BUT MAY BE ELIGIBLE FOR REISSUED TOWARDS NEW TRAVEL FOR AN APPLICABLE ASC FEE (SUBJECT TO FARE RULES).

- DOMESTIC - REGARDLESS OF POINT OF SALE, DELTA DOES NOT REFUND ANY TAXES, FEES OR SURCHARGES COLLECTED UPON SOLELY DOMESTIC NONREFUNDABLE TICKETS (TRAVEL WITHIN THE 50 US OR TRAVEL BETWEEN THE 50 US, PUERTO RICO, U.S. VIRGIN ISLANDS OR CANADA).
- INTERNATIONAL – DELTA WILL NOT REFUND ANY PORTION OF A FARE OR SURCHARGE (YR) THAT IS NONREFUNDABLE. PLEASE NOTE, IN ADDITION THE XF TAX IS NONREFUNDABLE.

DELTA WILL REFUND TAXES, FEES OR CHARGES COLLECTED UPON NONREFUNDABLE TICKETS FOR INTERNATIONAL TRANSPORTATION ONLY WHERE REQUIRED BY LAW OR WHERE SUCH TAXES WERE COLLECTED IN ERROR AND THE PASSENGER SUBMITS EVIDENCE OF EXEMPTION FROM THE TAX, FEE OR CHARGE TO DELTA IN CONNECTION WITH A TIMELY REFUND REQUEST.

Similar Questions.

- *Confused about not being able to refund the taxes?*
- *Can you repeat the Domestic Taxes on NR TKT - I found it confusing*

Question 17. Question on the non-refundable tickets. If a flight is cancelled due to weather issues and the ticket is non-refundable are you saying we can't refund the US Taxes?

Answer. If a flight is cancelled due to an irregular operation or a Delta approved schedule change a full refund of fare and taxes are allowed.

Similar Questions.

- *So if we refund a ticket due to sked change - we can't refund the taxes?*
- *When a flight is cancelled and the ticket is allowed to be refunded Delta doesn't refund the taxes?*

Question 18. We have received commission recall memos in the past for refunds processed by Delta Airlines directly on tickets that we received commission on. What is the best practice to prevent these memos if Delta is processing the refund?

Answer. The commission recall memos are processed when a passenger comes to Delta to issue a refund. Unfortunately there is not a way to prevent these types of memos.

TICKET VALIDITY & SCHEDULE CHANGE QUESTIONS

Question 19. Are the ticket validity rules different for international tickets?

Answer. Yes, for international travel, please follow the below ticket validity policy. This policy is located on pro.delta.com using the following link:

- <https://pro.delta.com/content/agency/us/en/policy-library/reservations-and-ticketing/ticketing-information-general.html#validity>

TICKET VALIDITY

A TICKET IS VALID FOR ONE YEAR FROM THE ORIGINAL DATE OF ISSUANCE AND TRAVEL MUST COMMENCE WITHIN THIS VALIDITY PERIOD. ONCE TRAVEL HAS COMMENCED, THEN ALL TRAVEL MUST BE COMPLETED WITHIN ONE YEAR FROM THE DATE ON WHICH TRAVEL COMMENCED. IF A TICKET IS EXCHANGED OR REISSUED:

A WHOLLY UNUSED TICKET MUST BE EXCHANGED WITHIN THE ORIGINAL VALIDITY PERIOD OF ONE YEAR AND WILL BE GIVEN A NEW TICKET ISSUE DATE BASED ON THE DATE OF EXCHANGE.

IF TRAVEL HAS COMMENCED, THEN THE TICKET MUST BE REISSUED AND ALL TRAVEL COMPLETED WITHIN ONE YEAR FROM THE DATE ON WHICH TRAVEL COMMENCED.

Question 20. If passenger needs to change the trip again, will the validity be extended to one year from the reissued date?

Answer. For travel within/between 50 US, Canada, Puerto Rico or the US Virgin Islands, the exchange does not extend the validity. The ticket is only valid for one year from the original date of issue and all travel must be completed within one year from the original issue date. This applies for completely unused, multiple exchanges and/or partially used tickets.

Similar Questions.

- *When there are multiple exchanges, how is the validity calculated? Does it go back to the very, very first ticket or does it use the issue date of the last prior ticket?*
- *Ticket validity - to clarify, if exchanging a ticket multiple times, agents must look at the date the first/original ticket was issued to determine the validity - it doesn't reset when a ticket has been reissued.*
- *Exchange w/in original validity applies for partially used tickets, correct? For unused tkt w/ outbound change, new validity date applies?*

Question 21. Back to the last topic of date validity. What if you exchange and have a future credit to an MCO. Isn't that MCO valid for one year from the date it was exchanged?

Answer. An MCO is valid for one year from the date the MCO was issued and must be presented for a ticket within the 1 year period.

Similar Questions.

- *When we exchange and residual value is put on MCO, does the MCO expire 1 year from the original ticketed date?*
- *Regarding ticket exchanges; travel must be completed within 1 year of the original date of issue. Does this hold true if an MCO is issued for residual value where the MCO must be used by the original date of issue, or within 1 year of the issuance of the MCO*
- *Is there a time frame for using a residual MCO?*

Question 22. On a schedule change exchange, is the client responsible for the differences in any taxes, XF and ZP, more or less? Do they get credit for those taxes that aren't applicable or do they have to pay more if the taxes increased?

Answer. If the guidelines of the schedule change have been met (the new flights must be rebooked using the same origin and destination, the same class of service and the same date as the original ticket), the ticket is reissued as an even exchange and no additional collection is required on the ticket. However, if exchanged outside of the general guidelines, the ticket will be subject to the applicable fare, tax and commission adjustments if applicable.

Question 23. Hi, can we know where the SKD CHNG remark should be entered in the endorsement? In the beginning of the ED or the end of the ED? Does it matter where it's placed?

Answer. Per Delta's schedule change policy, the documentation should be present in the endorsement field. It can be at the beginning or at the end, as long as the information is visible on the ticket.

Question 24. Will they be given a waiver for the different class of service?

Answer. If alternate space is not available for the same origin and destination, the same class of service and the same date as the original ticket, contact Global Sales Support or Delta Reservation for assistance in re-accommodating the passenger.

MCO & NAME CHANGE QUESTIONS

Question 25. Can Service Recovery points be used to authorize a name change of an MCO?

Answer. Please contact Global Sales Support. For travel agencies without Global Sales Support please call Delta Reservations.

See page 29 of Webinar for contact information.

Question 26. Are MCOs transferable under MSA agreements or are they CSA only? Speaker said XX only which is CSA.

Answer. Yes, MCOs are transferable for MSA agreements.

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.

Question 27. Question on name corrections before ticket issued, if reservation was booked as Jones/Walter. Cesar but MCO in name of Jones/Walter. Can we just put in the OSI but do we need a waiver?

Answer. Before the ticket is issued, if the name on the reservations doesn't match the name on the MCO, the travel agency needs to contact Delta Reservations for assistance.

Question 28. When transferring an MCO does the ticket designator need to be both on the original ticket that the MCO was issued with or just the new ticket or both?

Answer. When exchanging MCO to ticket, corporate designator needs to be on the new ticket.

Question 29. Sometimes we have MCOs from tickets and we want to use towards another passenger, this corporate designator is like a waiver so we can use towards another person?

Answer. Corporate designators are not waivers for MCOs non-transferable. Corporate designators allow one free name change for MCO to ticket. If subsequent name change occurs, this will result in a debit memo.

Question 30. If the client's name your using is Katie, and weeks later she calls and says her ID states Katherine or Kathryn, what procedure do you suggest agents use? Also, can an agent change if less than three letters? Does the ticket need to be re-issued?

Answer. The below information is located on the www.pro.delta.com website.

- <https://pro.delta.com/content/agency/us/en/policy-library/self-service-exceptions/name-correction-policy.html>

NAME CORRECTIONS

CORRECTIONS TO THE FIRST NAME OR MIDDLE NAME ONLY CAN BE MADE BY TRAVEL AGENTS AND REISSUE THE TICKET WITHOUT WAIVER CODE. PROPER PROCEDURES ARE LISTED BELOW.

CORRECTION TO THE FIRST OR MIDDLE NAME

TRAVEL AGENTS MAY MAKE A CORRECTION TO THE FIRST OR MIDDLE NAME AND REISSUE THE TICKET WITHOUT A WAIVER CODE

- CORRECT THE NAME IN THE PNR
- ADD THE FOLLOWING OSI MESSAGE TO THE PNR ADVISING THAT A NAME CORRECTION HAS BEEN MADE: *OSI DL NAME CORRECTION TO FIRST/MIDDLE NAME ONLY*

REISSUE THE TICKET AS AN EVEN EXCHANGE (NO OTHER CHANGE TO FLIGHTS/DATES ALLOWED)

NO WAIVER CODE IS REQUIRED

Similar Questions.

- *Change name from Cesar to just C and add osi and then just issue ticket. without waiver?*
- *Names change, adding a middle name - more than 3 characters - still not allowed?*
- *Name changes - does DL have an issue if original ticket does not include the middle name and the new ticket does (or Vice Versa)? The first and last would be the same.*

Question 31. On name changes, can we add a second last name without waiver code?

Answer. The below information is located on the www.pro.delta.com website.

- <https://pro.delta.com/content/agency/us/en/policy-library/self-service-exceptions/name-correction-policy.html>

NAME CHANGES

ADDITION TO THE LAST NAME WITHOUT CHANGING THE NAME

FOR EXAMPLE, SMITH/ELIZABETH CHANGED TO ANDERSONSMITH/ELIZABETH

- CORRECT THE NAME IN THE PNR
- ADD THE FOLLOWING OSI MESSAGE TO THE PNR ADVISING THAT A NAME CORRECTION HAS BEEN MADE: *OSI DL NAME CORRECTION ADDED SECOND NAME TO LAST NAME*

REISSUE THE TICKET AS AN EVEN EXCHANGE (NO OTHER CHANGE TO FLIGHTS/DATES ALLOWED)

NO WAIVER CODE IS REQUIRED

VOID QUESTIONS

Question 32. If there was an issue and we can't void a ticket and an email is sent to collections.delta@delta.com email for an exception transaction form, does that guarantee that DL will void the ticket?

Answer. No, Delta will not void the ticket. The agency is ultimately responsible for IAR, GDS and manual voids per the procedures located in the ARC Agent's Handbook. The exception transaction form is for manually voided tickets only. By submitting an exception transaction form, Delta will document our internal file. If you are unable to process an automated void you must process a manual void through ARC and it must be entered on the sales report. (Again the exception transaction form is for manual voids only)

Question 33. I didn't connect on why I would send DL an exception report for a void? At that point, it's not VOID, it's Sale. Is ARC responsible or DL for failure to void within the timeline?

Answer. The agency is ultimately responsible for voiding a ticket within the timeline stated in the ARC Agents Handbook, however, if circumstances prevent the agent from electronically voiding a ticket through their GDS or ARC IAR in a timely manner the agent will need to manually void the ticket with ARC. The exception transaction form is for manually voided tickets only. By submitting an exception transaction form to Delta we will document our internal file. (Again the exception transaction form is for manual voids only)