



Quick Tips

ARC Agency Webinar - Tips to Avoid Delta Debit Memos

Inventory and Booking Violations

What is a Booking Violation?

Non-compliance to Delta's Booking Policy. Delta's intent of this policy is to ensure inventory integrity and avoid unnecessary GDS costs brought on by unproductive and inefficient booking activity.

Types of Inventory and Booking Violations

Duplicate Segments:

Duplicate segments are related to duplicate segments across PNRs that are redundant, unflyable (i.e. multiple flights), over lapping itineraries, or multiple trips to the same location across PNRs. Meaning, both PNRs were held simultaneously which caused the duplicate booking violations.

Important: Cancel the first reservations before creating a second reservation.

Churning:

Churning is canceling and rebooking the same itinerary in the same or different classes of service across one or more PNRs or GDSs and is prohibited. This type of "churning" is not permitted for any reason including, without limitation, to circumvent or extend ticketing time limits, to hold inventory, or to find a fare. Important: Do not book and cancel continuously in order to circumvent ticketing time rules. Agency can check space and fare information for the client (avoid booking a reservation, do not end record).

Invalid Name Changes:

Name changes are not permitted on reservations unless entered for the purpose of correcting a misspelling of the passenger's name of 3 characters or less 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/change policy is 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

Inactive Segment:

Transactions are cancelled by Delta's automated system because of ticketing time limit rules (i.e. TTL) were violated. When this occurs, Delta cancels the segments and queues the PNR back for action. Once inventory has been booked, a ticketing time limit will be assessed by RIR auto process based on the area of travel and an SSR message will be automatically sent to the agency. Please note, fare rules may require an earlier ticket date. Failure to ticket by the earlier date may result in a debit memo. Important: Agency's responsibility to cancel the segments prior to the schedule departure date.

Additional Tips to Prevent a Debit Memo:

Do not break married segments (origin & destination). Married segment logic restricts availability based on origin and destination, rather than by segments. The flights must be sold together and not singularly. Do not book fictitious names to hold inventory, i.e. Mickey Mouse





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Example Booking Violation – Duplicate Segments

PNR Examples of Duplicate Segments within the Same PNR:

Multi Airport City

1 DL5070Y 02JAN5 ATLJFK HK1 830A 1045A - **CANCELLED**
2 DL 904Y 02JAN5 ATLLGA HK1 840A 1108A - **KEPT**
**** Passenger may not be confirmed to both JFK and LGA**
**** Results in a fee of \$10 for one duplicated segment**

Multiple Flight Dates

1 DL5070Y 02JAN5 ATLJFK HK2 830A 1045A - **CANCELLED**
1 DL5070Y 03JAN5 ATLJFK HK2 830A 1045A - **KEPT**
**** Passenger may not be confirmed on multiple flight days**
**** Results in a fee of \$10 for one duplicated segment**

Different Connect Point

1 DL1094Y 2JAN5 ATLCVG HK4 650A 815A - **CANCELLED**
2 DL1743Y 2JAN5 CVGLAX HK4 855A 1032A - **CANCELLED**
3 DL 935Y 2JAN5 ATLLAX HK4 715A 846A - **KEPT**
**** Passenger may not be confirmed on both direct and connecting flights**
**** Results in a fee of \$20 for two duplicated segments (ATL-CVG and CVG-LAX)**

Overlapping Segments

1 DL4630Y 02JAN5 STLATL HK1 948A 1225P - **CANCELLED**
2 DL4675Y 02JAN5 STLATL HK1 1155A 237P - **KEPT**
3 DL 82Y 02JAN5 ATLJFK HK1 230P 456P
**** Passenger may not be confirmed on multiple flights to the same destination**
**** Results in a fee of \$10 for one duplicated segment (STL-ATL)**

Different Classes of Service

1 DL 904Y 02JAN5 ATLLGA HK1 840A 1108A - **CANCELLED**
2 DL 904B 02JAN5 ATLLGA HK1 840A 1108A - **KEPT**
**** Passenger may not be confirmed in multiple classes of service on the same or different flights**
**** Results in a fee of \$10 for one duplicated segment (ATL-LGA)**

PNR Examples of Duplicate Segments across PNRs within the Same IATA Number:

Passenger Smith is booked round-trip AMS-JFK in record locator ABCDEF. Passenger may not be confirmed in any other PNRs for surrounding time periods.

Original Booking

DL RECORD LOCATOR ABCDEF
1. 1SMITH/JOHNMR
SWI1GGHIJKL/XXXX/12345678/AMS
1 DL 81U 09JUN1 AMSJFK HK1 1240P 255P - **CANCELLED**
2 DL 80U 16JUN1 JFKAMS HK1 900P 1045A#1 - **CANCELLED**
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Credit Card Fraud - Charge Back Debit Memos

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, sales 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
- Require 24 hour hold on all tickets while validation is performed
- Develop in-house procedures to validate ID cardholder
- Trust your instincts, if it seems too good to be true it usually is

Reporting Fraud:

- Report suspected fraud to local authorities, credit card merchant bank, 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.





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Appending Ticket Designators or Waiver Codes

For Ticket Designator and/or Waiver Code Placement:

The Ticket Designator (TD) should be placed in the ticket designator field on the ticket to identify the program your agency is authorized to use. If the ticket designator field is prepopulated and multiple designators are required on the ticket, then the additional designator (s) should be placed either in the tour code or in the endorsement field. All required designators must be visible on ticket.

For waiver code placement: When your agency is provided with a waiver code from Delta's Global Support (GSS), the proper procedure for a waiver code placement is:

The waiver code is placed in ticket designator field (append to fare basis). If the fare basis is too long, then drop a letter on the end of the fare basis until the waiver code is visible

If a ticket designator is prepopulated and not available, place the waiver code in the tour code box

If tour code box is not available, place the waiver code in the endorsement field

Note: When a waiver code is given by Delta, it is the agency's responsibility to place the waiver code on the ticket (must be visible) at the point of sale. Failure to do so results in a debit memo.

For further assistance, contact Delta's Global Support (GSS) or Delta's Reservations Sales.

Event Waiver Code:

In addition to the PNR OSI requirement, the ticket must include an event waiver code.

Examples of event waiver codes:

Use waiver code U6U6V for rebooking cabin to cabin

Use waiver code G2K2E to waive change fee only, provided

New itinerary is rebooked/ticketed within all parameters of this policy

New itinerary is priced at current applicable fares and rules

Review the bulletins under pro.delta.com for reissues to avoid receiving a debit memo.





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ARC Agency Webinar - Tips for Disputing Debit Memos

Contesting Debit Memos

Tips for Receiving Responses for Disputed Memos:

- Delta's preferred channel for managing debit memo disputes is via ARC Memo Manager (AMM)
- Submit disputes through AMM
- Review debit memos in a timely manner
- Provide sufficient detail and attach documentation to support your dispute
- Utilizing this channel allows Delta to work disputes in the order received, ensure no disputes are over looked or blocked by Delta's firewalls and measure internal service levels

Carrier Actions:

- Delta Internal service level is to respond to agency correspondence within **10** business days
- Delta monitors AMM daily for disputes and questions
- Departmental mailboxes are monitored on a daily basis

Common Errors to Avoid When Disputing a Debit Memo:

Remember to select the "Dispute" radio button in AMM



Remember to "Click" the Dispute
Button

