Zero Value Transaction Enhancement

Frequently Asked Questions

What is a Zero Value Transaction?

A Zero Value Transaction (ZVT) is any transaction (e.g., sale, refund, exchange, etc.) where the **total amount equals $0.00.** Examples include infant tickets, even exchanges, refunds issued to close out open non-refundable coupons, refunds where the Admin/Penalty equals the amount due (netting to $0) and EMDs for free seat upgrades.

What is the enhancement for ZVTs?

This enhancement supports changes to ARC systems to allow any ZVT to be processed with a credit card form of payment.

Why is this an important enhancement?

Before this enhancement, ARC required all ZVTs and refunds to have a cash or check form of payment and exchanges to have a cash, check or even form of payment. Interactive Agent Reporting (IAR) flagged these transactions with a Form of Payment (FOP) error requiring agents to manually remove the credit card number and change the FOP to CASH, CHECK or EVEN.

This enhancement corrects two issues created by this FOP error:
- **Eliminate manual work for the agencies** – Allowing a credit card FOP on ZVTs reduces the volume of errors agents need to correct each week, saving time and resources manually.
- **Retain original data** – Retaining the original credit card FOP will eliminate the resources required to research the original credit card and correct FOP errors in the event an even exchange is refunded or exchanged in the future.

Who is impacted by this project?

Agencies: Agencies benefit from reducing the manual effort required in IAR to correct the FOP errors for ZVTs.

Agencies and Carriers: This enhancement improves the agency and airline experience when a ZVT with a credit card form of payment is refunded or exchanged in the future. Examples:
- Retaining the original credit card FOP for even exchanges, instead of requiring the word EVEN, eliminates the need for the agency to search for the original credit card number and correct the FOP error if the new ticket is refunded.
- Storing the credit card FOP instead of requiring CASH, CHECK or EVEN improves the search results in fraud cases where the credit card is the primary search criteria.

All Reporting Customers: Customers receiving reports with cash vs. credit card totals will see more accurate ratios since ZVTs with a credit card FOP will be reflected in the credit card category. Previously, these ZVTs were always reflected in the cash category. Additionally, carriers receiving credit billing reports [such as the Carrier Credit Card Sales (CREDSAL) report] will now view the ZVTs on these reports because the transactions are being reported with a credit card payment.

CAT File Recipients: Carriers will continue to view ZVTs on their CAT file. Now ZVT transactions will reflect a credit card FOP where applicable, instead of reflecting a FOP of CASH, CHECK, or EVEN.

How do these changes affect sales?

IAR errors requiring agents to change the FOP from credit card to cash on zero-value sales are eliminated; the error message will no longer be displayed in IAR.

How do these changes affect refunds?

- IAR errors requiring agents to change the FOP from credit card to cash on zero-value refunds are eliminated; the error message will no longer be displayed in IAR.
- Previously, IAR restricted the Admin/Penalty amount from equaling the refund amount. For example, if a refund or an exchange with a refund were $200 with a penalty of $200, IAR would display an error because the Admin/Penalty and refund total could not equal. This restriction has been removed. Now, the Admin/Penalty field can equal the refund total, resulting in a zero-value refund.

How do these changes affect exchanges?
- ARC eliminated FOP errors for even exchanges when a credit card FOP is provided. Agents will no longer be required to change the credit card FOP to EVEN, CASH or CHECK.
- ARC will retain and display any valid FOP provided for even exchanges.
    - If ARC does not receive an FOP for an even exchange, but the old FOP can be determined, ARC will automatically populate the FOP for the exchange in IAR. For example, when there is only one old document, that old document's FOP will be used.
    - If ARC does not receive an FOP for an even exchange and cannot determine the old FOP, EVEN will be the FOP displayed and reported. For example, when the exchange involves multiple old documents with different FOPs.
    - The word EVEN is still valid if received or entered for any even exchange.
    - The word CASH or CHECK is still valid if received or entered for any ZVT.

Will this enhancement apply to ARC Direct Connect transactions?

This enhancement applies to both GDS and ARC Direct Connect transactions.