



Hotel and Car Discrepancy Form

Type or Print Clearly

Date: _____

Agency Information:

Worldspan Customer Number: _____

Agency Name: _____

Agency Phone Number: _____

IATA #: _____ Psuedo City (SID): _____ Agency Fax Number: _____

Agency Address: _____

City: _____ State: _____ ZIP: _____

Agency Contact Name: _____ Contact Email Address: _____

Worldspan Account Manager's Name: _____

Discrepancy Information:

Client's Name: _____

Name of Supplier/Associate (i.e., car or hotel) involved: _____

Record Locator (File Number): _____

Check-In Date: _____ Check Out Date: _____ Date Booked: _____

Total Monetary Amount (USD \$) of this discrepancy: _____

Reimbursement Check – Made payable to Agency listed above.

Letter to Agency required? No Yes

Discrepancy Detail (check one):

No Show

No Record

Rate Overcharge

Cancel Penalty

Other

Explain Discrepancy: _____

Have you contacted the Supplier/Associate indicated above for resolution to the issue? Yes No

If Yes, give that contact name and phone number: _____

Briefly describe the results of that Supplier/Associate contact: _____

No action can be taken without specific information and documentation. Please DO NOT SUBMIT this form without accompanying documentation.

Documentation required for Worldspan to comply with this request includes the following.

Rate Overcharge: Copy of bill in question **and** copies of credit card statement, PNR, pastdate record and related correspondence between agency and vendor.

No Show Charge: Copy of credit card statement with charge **and** copies of the PNR, pastdate record and related correspondence between the agency and the vendor.

For Worldspan Use Only

Customer Number: _____ Worldspan Tracking #: _____

Date Received: _____ Action Code: _____

Date Actioned: _____

Send all required documentation to the Worldspan Customer Care Center using one of the following options.

Email: Scan all required documents and include with email to customer.care@worldspan.com.

Fax: If your country is not listed, fax your documents to the country closest to your location.

Country	Fax Number	Country	Fax Number
Argentina	5411 4032 1154	Israel	9722 591 6104
Australia	6129 4754 234	Italy	3906 8038 0053
Belgium	322 7065 276	Japan	8134 496 4854
Canada	1514 221 4420	Mexico	5255 1084 3023
Finland	358 207 818 234	Netherlands	3120 524 1408
France	3317 270 3646	Spain	3491 151 8492
Germany	4969 2557 7578	Switzerland	41 44 355 3629
Hong Kong	8523 014 3795	United Kingdom	4420 7691 9308
Ireland	3531 684 9922	United States	913 273 1962

Mail: Worldspan
 ATTN: Customer Care Center
 Mail Stop D6-002
 7300 Tiffany Springs Parkway
 Kansas City, MO 64153