



External - Air Debit Memo Communiqué

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**1P Core  
External  
Air Debit Memo  
Communiqué**

## 1P- Core – Transitioned First Level Support

- Air Debit Memos are to be submitted to Travelport via a unique mailbox – [ADM@Travelport.com](mailto:ADM@Travelport.com)
- The customer sends the required information regarding the debit memo to the Debit Memo Team (ADM Team) via fax, or email to [ADM@Travelport.com](mailto:ADM@Travelport.com). Required documentation:
  - Cover letter (Airline Debit Memo Fax Cover Letter & Email Instructions)
  - Copy of original debit memo issued with clear computation and intent
  - Copy of the agent coupon (original and any reissued), if available
  - Any other supporting information such as past date history or exchange agent coupons
- Receipt of emails are acknowledged within 24 hours of receipt, (business calendar).
- Air Debit Memos are resolved within 21 business days of receipt by Travelport Debit Memo Team
- Established procedures for debit memos and automated processes
  - Debit Memo (ADM) Team provides ADM support
  - Research and rework any disputes received
  - Create denial letters
  - Create approval letters
  - Communication with finance regarding payment authorization

**Travelport 1P Core – ADM Process Flow Charts**

**Travelport 1P Core – ADM FAX Numbers – Appendix A**

**Travelport 1P Core – ADM FAX Cover Letter – Appendix B**

**Travelport 1P Core Pricing Policy – Info Price Pol**

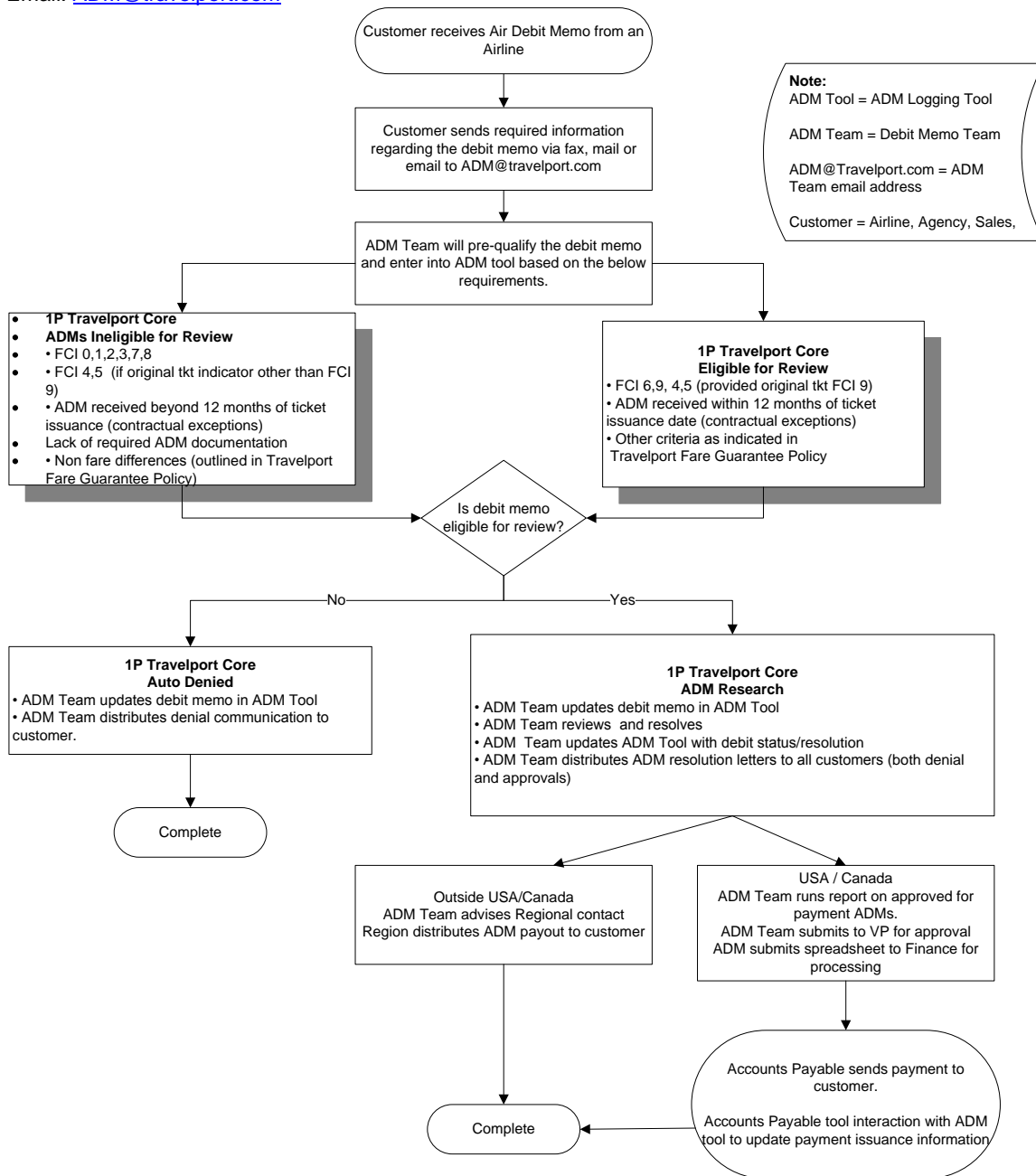
**Travelport Debit Express – My Travelport – internal link**

**<https://portal.travelport.com>**

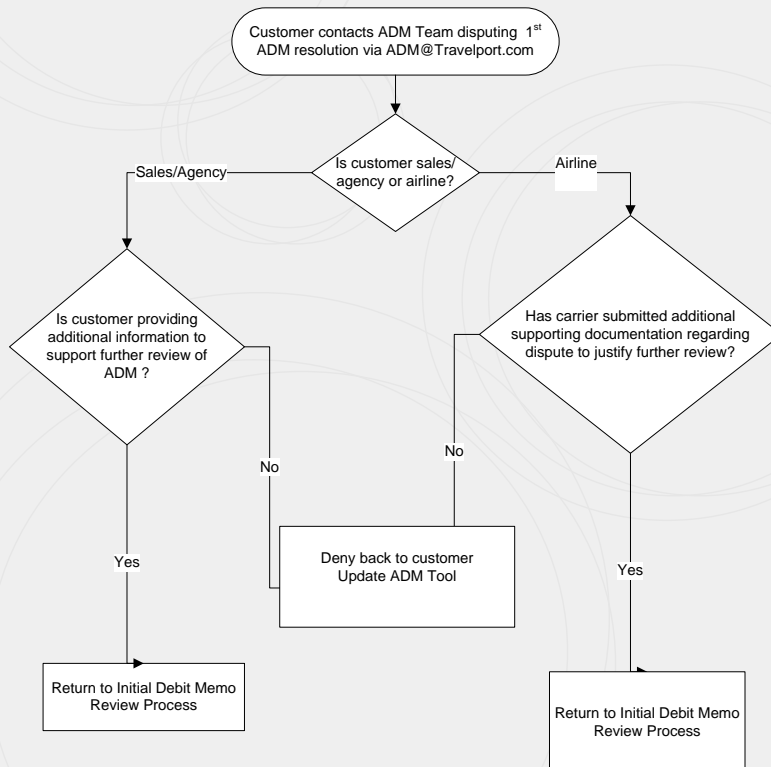
## Debit Memo Process - Transitioned First Level Support

Travelport Debit Memo Team provides 1<sup>st</sup> level support for processing debit memo's globally. They will be the central repository for all Air Debit Memos (ADM's) received by fax or email.

Email: [ADM@travelport.com](mailto:ADM@travelport.com)



## Debit Memo Dispute Process



**Appendix A - Air Debit Memo FAX Numbers**

<b>Argentina</b>	<b>5411 4032 1154</b>
<b>Australia</b>	<b>6129 4754 234</b>
<b>Austria</b>	<b>43 125 536 722 1929</b>
<b>Belgium</b>	<b>322 7065 276</b>
<b>Canada</b>	<b>1514 221 4420</b>
<b>Denmark</b>	<b>45 69 802 754</b>
<b>Egypt</b>	<b>20235365627</b>
<b>Estonia</b>	<b>3726987363</b>
<b>Finland</b>	<b>358 207 818 214</b>
<b>France</b>	<b>3317 270 3646</b>
<b>Germany</b>	<b>4969 2557 7578</b>
<b>Greece</b>	<b>30 211 268 6557</b>
<b>Hong Kong</b>	<b>8523 014 3795</b>
<b>Hungary</b>	<b>36 15772401</b>
<b>India</b>	<b>912266459198</b>
<b>Ireland</b>	<b>3531 684 9922</b>
<b>Israel</b>	<b>9722 591 6104</b>
<b>Italy</b>	<b>3906 6051 3358</b>
<b>Japan</b>	<b>8134 496 4854</b>
<b>Latvia</b>	<b>371 660 13216</b>
<b>Lithuania</b>	<b>370 52 051818</b>
<b>Luxembourg</b>	<b>352 24 611144</b>
<b>Malaysia</b>	<b>60321784626</b>
<b>Mexico</b>	<b>5255 1084 3023</b>
<b>Netherlands</b>	<b>3120 524 1408</b>
<b>New Zealand</b>	<b>6493550382</b>
<b>Norway</b>	<b>47 21 547477</b>
<b>Philippines</b>	<b>6328572191</b>
<b>Poland</b>	<b>48 22 4853500</b>
<b>Portugal</b>	<b>218932361</b>
<b>Romania</b>	<b>40 31 710 7163</b>
<b>Singapore</b>	<b>6568264102</b>
<b>Slovakia</b>	<b>421 23 3010356</b>
<b>Spain</b>	<b>3491 151 8492</b>
<b>Sweden</b>	<b>46 8 5010 9539</b>
<b>Switzerland</b>	<b>4144 355 3629</b>
<b>Taiwan</b>	<b>866 2 6602 1243</b>
<b>United Kingdom</b>	<b>44207 691 9308</b>
<b>United States</b>	<b>913 273 1962</b>



**Airline Debit Memo Fax Cover Letter & Email Instructions**  
**GDS: Worldspan**

**Date:** \_\_\_\_\_  
**From: Agent Name** \_\_\_\_\_  
**Agency Name** \_\_\_\_\_  
**Agency E-Mail Address** \_\_\_\_\_  
**Agency Phone Number** \_\_\_\_\_  
**IATA Number** \_\_\_\_\_  
**Agency Fax Number** \_\_\_\_\_  
**Account Manager Name** \_\_\_\_\_  
**Total # of Pages including Cover:** \_\_\_\_\_  
**Total # of Debits Submitted:** \_\_\_\_\_

**Each debit packet must contain the following documentation:**

- ⌚ Copy of Airline Debit Memo
- ⌚ Copy of Agent Coupon if available
- ⌚ Correspondence regarding debit item, if applicable

Comments:

**NOTE: These procedures do NOT apply to agencies located in Brazil and Peru. Agencies located in these countries will contact their local Help Desk regarding all Debit Memo issues.**

**FAX -** If your country is not listed, fax your documents to the country closest to—or is most economical for—your location.

Country	Fax Number	Country	Fax Number
Argentina	5411 4032 1154	Lithuania	370 52 051818
Australia	6129 4754 234	Luxembourg	352 24 611144
Austria	43 125 536 722 1929	Malaysia	60321784626
Belgium	322 7065 276	Mexico	5255 1084 3023
Canada	1514 221 4420	Netherlands	3120 524 1408
Denmark	45 69 802 754	New Zealand	6493550382
Egypt	20235365627	Norway	4721547477
Estonia	3726987363	Philippines	6328572191
Finland	358 207 818 214	Poland	48 22 485 3500
France	3317 270 3646	Portugal	218932361
Germany	4969 2557 7578	Romania	40 31 710 7163
Greece	30 211 268 6557	Singapore	6568264102
Hong Kong	8523 014 3795	Slovakia	421 23 3010 356
Hungary	36 15772401	Spain	3491 151 8492
India	912 266 459 198	Sweden	46 8 5010 9539
Ireland	3531 684 9922	Switzerland	4144 355 3629
Israel	9722 591 6104	Taiwan	866 2 6602 1243
Italy	3906 6051 3358	United Kingdom	44207 691 9308
Japan	8134 496 4854	United States	913 273 1962
Latvia	371 660 13216		



Print this page and include as cover sheet of your fax.

**Email**

Send a scanned copy of your Airline Debit Memo, Agent Coupon if available, and any support documentation to [ADM@travelport.com](mailto:ADM@travelport.com).

Please include in the **Subject Line** of the email: Worldspan – ADM, and your SID (SID is your Worldspan subscriber ID.)

Please email questions or comments regarding debit memos to [ADM@travelport.com](mailto:ADM@travelport.com). Be sure to include your SID in the email.

**U. S. Mail**

**Mailing Address:** Travelport  
ATTN: ADM  
Mail Stop: KCDC / D440  
11500 N. Ambassador Drive  
Kansas City, MO 64153