



September 1, 2009

Delta Air Lines and All Wholly Owned Subsidiaries Debit and Credit Memo Policy

General

All fare rule elements for published and negotiated programs are subject to audit, including calculation of proper fare, tax, commission, compliance with applicable tariffs, fare rules and restrictions, contract of carriage rules, correct booking and ticketing policies and procedures, proper application of commissions and discounts if applicable, collection of all applicable administrative charges or other fees, surcharges and additional collections if applicable for exchange and refund transactions, recall commission associated with refunds, misplating, baggage allowance, automated fare-quotes, compliance with credit card acceptance procedures. Without limitation, accuracy and completeness of issued transactions are the responsibility of the issuing travel agent. The Agency Debit Memo (ADM) will provide sufficient detail to identify the transaction giving rise to the ADM and the basis for Delta's claim. The ADM will provide contact information for the Department having knowledge of the debit memo.

Minimum Debit Memo Amount

Delta reserves the right to raise a debit memo without limitation of minimum value.

Administrative Fee

Delta reserves the right to apply Administrative Fees for specific transactions and scenarios. A complete list of debit memo and processing fees can be found on the following links:

<http://www.delta.com/travel-agency/home/login/index.jsp>

<http://www.worldagentdirect.com>

Payment Terms

Payment terms for ADMs are *Due upon Receipt*. Unresolved debit memos are subject to any/all of the following:

- \$75 USD late fee
- Debt to be placed with outside collection agency
- Interruption of ticketing appointment

Note: Payment of ADM constitutes final resolution. If, in error, a debit memo is paid twice, a credit memo will be issued less the applicable processing fee.

Dispute Process

Delta complies with Industry Best Practices and accepts valid, timely disputes for ADMs. Disputes must comply with local reporting requirements and must have valid dispute reason and supporting documentation.

Note: In the event resolution cannot be reached Delta expressly reserves the right to terminate appointment, without cause at any time.

Credit Memo

A credit memo may be issued for any reporting error resulting in an overpayment. The credit memo will be subject to the applicable processing fee.

Should you have questions regarding this policy, please contact our local Marketing Department.

Delta Air Lines, Inc.

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