



# Leaving on a Jet Plane

## Planning a fun and worry-free trip

Your bags are packed and you're ready to go. Here are a few tips and tools for you to keep in mind as a pass rider on Delta and Northwest flights. As the primary pass rider (employee, retiree or survivor), you'll want to carefully review the information in this fact sheet and share the key points with your pass riders and Buddies.

### KNOW BEFORE YOU GO

The key to a successful trip is a little advance planning. We've created a short pre-departure report for you, the primary pass rider:

**Add.** Be sure to go to Employee Self-Service (ESS) to ensure that your eligible pass rider information is up-to-date in the system.

**Learn.** Delta's self-service travel application, TravelNet, is your primary travel resource. We've developed an easy-to-follow TravelNet Tutorial to show you how it works.

**Activate.** Go to TravelNet to pay your annual activation fee before your pass eligibility date to ensure that your travel is uninterrupted. Your pass eligibility date is generally your date of hire.

**Review.** Delta has certain behavior and appearance expectations for you and your eligible pass riders whenever you use your pass travel benefits. Be sure to review the ["Jetiquette" fact sheet](#) before your trip. It's also your responsibility to ensure your eligible pass riders have been thoroughly briefed on Delta's policies - this is especially important if they aren't traveling with you!

**Ticket.** Make sure your Buddies and nondependent children have been properly ticketed on TravelNet for travel on Delta routes. E-mail them a copy of their e-ticket receipt whenever possible.

**Get Ready to Fly.** Go to TravelNet to find the flight of your choice, determine seat availability and get ready to fly. Make sure that you take down the record locator for your flight listing and the authorized standby code you will be using on the flight. If you're not traveling, make sure your eligible pass riders have this information before they check in. You'll also want to log on to ESS and print a personalized Pass Travel Pocket Card for yourself and each of your eligible pass riders. This card includes important information such as your PPR number, your pass rider's two-digit identifier, your pass eligibility date and a table of the different standby codes used for Delta and Northwest routes.

### CHECK-IN

There are several ways for you and your pass riders to check in for a flight - just remember that check-in deadlines apply to standby passengers just as they do for confirmed passengers. You'll find a list of check-in deadlines at [delta.com](http://delta.com).

**Self-Service Kiosk.** Use a Delta self-service kiosk to check yourself in. This is always the quickest, most preferred check-in method for Delta passengers, both confirmed and standby. At the kiosk, enter your record locator or swipe a valid credit card to access your listing. Don't fret, your credit card is just used to find your listing - no charge is assessed.

When checking in for Delta routes, you can also access your listing by selecting the Employee Travel icon at the top right corner of the welcome screen and then entering your nine-character PPR number and the two-digit identifier for yourself or eligible pass riders. Once you've located your listing, select the standby code that you will be using for this flight. Remember, when traveling on a Northwest route, you have to enter your standby code at the time you complete your listing on TravelNet - so, there's no need to enter a standby code at check-in.

**Curbside.** In locations where there are skycaps, you can also check in at curbside for travel within the United States (including Puerto Rico and the U.S. Virgin Islands).

**Airport Ticket Counter.** In order for our agents to better assist our revenue passengers, please use ticket counters only when the kiosk cannot process your reservation or you have a special situation that requires an agent's assistance. At the Atlanta airport, you should use the Employee Travel Center (ETC) on the lower curbside level of the south terminal for agent assistance when it's open. At other locations or when the ETC is closed, you may use the kiosk assist and ticketing lines with the exception of the first class and BusinessElite lines, which are reserved for premium confirmed customers.

A seat request card will be given to you by the kiosk, skycap or ticket agent when you check in. You or your pass riders should look it over carefully to ensure it is imprinted with the correct standby code in order to avoid a possible flight abuse penalty of \$150 (\$300 for transoceanic flights) which is assessed if you or your pass riders use an unauthorized standby code or exceed a flight day allotment.

As a pass rider, you can check up to two bags at no charge on most Delta flights, as long as they do not exceed size or weight limitations. Remember, when you do check your bags, you don't have to worry about finding space in an overhead bin if you're boarded at the last minute!

## GO TO YOUR GATE

After you've checked in, show the TSA rep your valid government-issued ID and your seat request card, pass through the security checkpoint and proceed to your gate. Don't forget that you need to give yourself enough time to get through security checkpoint lines. You can check current security wait times at airports throughout the United States on the [TSA Web site](#).

## GET YOUR SEAT ASSIGNMENT

Remember, you will receive a seat based on availability and your boarding priority. Once passengers flying on revenue tickets have been assigned their seats, you will receive a seat assignment if space is available. Many gate areas offer overhead screens that show information for your flight - you'll even know when a seat has been assigned to you. If you don't notice an overhead screen, make sure you remain in the gate area within 30 minutes of flight departure time and listen for the gate agent to call your name.

Due to seat availability, it is possible that you may not get a seat assignment on your desired flight, so have a back-up plan. Gate agents will do their best to accommodate you and all travelers. But remember, assisting our revenue passengers is their first priority. It's always quicker to search for the latest flight availability and list on the next flight on TravelNet or by calling the TravelLine at 1-800 MY DELTA (1-800-693-3582).

## FLY

Get on board and enjoy your trip! If you are on a through flight (a flight that makes an intermediate stop on the way to your destination without a change in planes), then you will keep the same seat all the way to your destination unless an agent asks you to deplane.

Would you like a relaxing place to wait for your connecting flights? If so, consider purchasing a Delta Sky Club day pass or annual membership. Check out the Sky Club Web site for information on great membership benefits. As an added bonus, the initiation fee for active and retired DL/NW employees is waived.

## HOME AGAIN

Once you're back home, you can use TravelNet to refund or reissue unused Delta e-tickets. You can reissue or refund your Buddy and yield fare tickets for travel on Delta routes up to one year from the date of original issue. (Remember, Buddy and yield fare travel on Northwest routes is payroll deducted for active employees and invoiced for inactive employees, retirees and survivors.) TravelNet is also good to use to track your flight history and check your remaining flight day allotment.

If you are an inactive employee or a retiree or survivor returning from an international trip, check your mail for an invoice from Delta for international government taxes and fees. It's important that you promptly pay these charges so your travel continues uninterrupted. If you are an active employee, international taxes and fees will be payroll deducted. You'll find more information on these charges online on DeltaNet.

And last, but not least, Delta would like to hear about your employee travel experience. Please visit the Pass Travel section on DeltaNet's Employee Connection to take the Travel Survey and give us your feedback.

*This is just an overview of nonrevenue planning and check-in procedures. For more details, check out the [Pass Travel site](#) on Employee Connection. If you have a question concerning a nonrevenue policy or procedure, contact one of Delta's Pass Travel experts by e-mail at [passtravel@delta.com](mailto:passtravel@delta.com).*