



Employee Connection

Search:

Benefits Career Money Self-Service Travel & More Work & Life

Pass/Travel

Employee Connection
Pass/Travel

- Topic Index
- Alpha Index
- Contact Us
- Company Business
- DL Connection/
Affiliates
- DL Pass Benefits/
Eligibility
- Family Fares
- Family & Friends
- Other Airlines &
Codeshares
- Policy &
Procedures
- Travel Information

FAQs About...TravelNet Upgrades

- [Paper Certificates](#)
- [Electronic Authorizations](#)
- [Yield Fare Tickets](#)
- [Questions Specific to ACS and CTO Agents](#)

Paper Certificates

Q1. Will I lose any of my remaining paper certificates that have not been redeemed for tickets by May 18, 2005?

A1. All outstanding paper certificates issued on or before May 18, 2005, will be void as of May 18, 2005. On May 18, 2005, all eligible employees will receive eight new electronic authorizations via TravelNet.

Q2. What about buddy pass travel on tickets that were issued from the paper certificates?

A2. All Family & Friends travel on tickets purchased prior to May 18, 2005, using a paper certificate, must be completed prior to **September 16, 2005**, or the ticket must be refunded within one year from the original date of purchase.

Q3. How do I get a refund for tickets issued from paper Family & Friends certificates?

A3. For wholly or partially unused electronic tickets, refunds should be requested online via TravelNet.

For wholly or partially unused paper tickets, the tickets should be mailed directly to:

Delta Air Lines
Passenger Refunds – Department 655
700 South Central Avenue
Hapeville, GA 30354

Refunds must be made within one year of the original date of purchase.



Electronic Authorizations

Q1. Will I continue to receive eight authorizations on my employment anniversary date?

A1. Yes, on your anniversary date eight more electronic authorizations will be available online

via TravelNet. Any Family & Friends passengers you authorize from your May 18 allotment must be ticketed prior to your employment anniversary. If not, any unused or un-ticketed authorizations from May 18 will be deleted.

Example: The employee's anniversary date is June 1.

On May 18, 2005, eight electronic authorizations will be available via TravelNet

On June 1, 2005, eight more electronic authorizations will be available via TravelNet, but any unused or un-ticketed electronic authorizations from the May 18 allotment will be deleted.

Q2. Can I authorize my Family & Friends traveler on TravelNet and let him purchase the ticket at a Delta FTO or CTO location?

A2. No. You must authorize and purchase the original ticket for the Family & Friends traveler online via TravelNet. You will be able to email and/or print the receipt, and you can forward it to the Family & Friends traveler.

Q3. Are there any exceptions to purchasing the original ticket online?

A3. If the billing address for the credit card is in Latin America or India, ticketing must be done at a Delta ticketing location (FTO/CTO). Reminder: the passenger listing must still be done online via TravelNet.

Q4. What if my Family & Friends traveler wants to pay by cash or check for their ticket?

A4. Cash and checks are no longer accepted for Family & Friends and yield fare travel. However, eligible employees may now use a valid credit card other than their own, with the credit card owner's permission, provided they have the correct and complete name on the card, the billing address and ZIP code, and expiration date of the credit card.

Q5. With the new electronic authorizations, when is a Family & Friends authorization considered redeemed?

A5. The electronic authorization is considered redeemed once a ticket has been issued. Prior to a ticket being issued, you can delete and re-assign the authorization to another individual at any time.

Q6. Can we now list an infant that requires a seat in the same PNR as the traveling adult?

A6. Yes. Employees who want a seat for their infant under age 2 will be able to list the infant using the same process as that for other pass riders. If the infant is traveling as a lap child, the employee will list only the accompanying adult and select the infant Special Service Request (SSR) on TravelNet.

Q7. What information do I need in order to authorize a buddy pass rider?

A7. You must have his or her complete name, as it appears on government-issued identification, as well as his or her address and telephone number.

Q8. Once I have issued a buddy pass or yield fare ticket on TravelNet, can I change the reservation using TravelNet?

A8. No. Once the ticket has been issued through TravelNet, the Family & Friends or yield fare traveler must have their ticket changed and reissued by calling Delta Reservations, or by going in person to a City Ticket Office or airport ticketing location. Note: online reissue capability via TravelNet is expected later this year.

Q9. Can I authorize a Family & Friends traveler on TravelNet and create a meal listing without purchasing a ticket?

A9. No. Once you create a meal listing you must purchase the ticket or cancel the listing.

Q10. If I terminate my employment with Delta, are my Family & Friends tickets still valid for travel?

A10. No. If a primary pass rider loses his or her pass eligibility, all associated pass privileges are revoked. All travel must be completed while the primary pass rider is eligible for pass travel. Any unused tickets may be refunded according to Delta's corporate refund policy up to

one year from the original date of purchase, regardless of employment status.

Q11. If a person does not have a home computer, can he or she go to a City Ticket Office or airport ticket counter to have a Family & Friends traveler authorized and ticketed?

A11. No. Because of the widespread availability of computers with Internet access, the eligible employee will need to gain access to a computer to authorize and ticket a Family & Friends traveler on TravelNet. Today, computers are readily available through most local libraries, at businesses such as Kinko's and other business-oriented retail establishments, the workplace, or through friends and family members.

Q12. Can all Family & Friends and yield fare tickets be issued on TravelNet?

A12. Although the majority of original tickets must be issued on TravelNet, there are a few exceptions. For example, due to strict local laws and government regulations governing the use of credit cards, Delta cannot accept a credit card on TravelNet if the billing address is in Latin America or India. In these limited situations, the ticket will need to be purchased at a Delta airport location. However, for the employee's convenience, the meal listing will be saved on TravelNet after the credit card and billing information is entered. But, the Family & Friends authorization and meal listing must be created on TravelNet prior to the traveler going to a Delta airport location to purchase the ticket. Also, if a paper ticket is required, the meal listing will also be saved and the ticket can be issued at a Delta airport location.

Q13. Will TravelNet accept a debit card as form of payment for Family & Friends and yield fare tickets?

A14. TravelNet will accept a debit card **if no PIN is required** and the debit card was issued by a credit card company accepted by Delta, for example Visa or MasterCard. Debit cards issued by individual banks will not be accepted.

Q14. What if I don't have a credit card?

A14. Employees may use a credit card belonging to another person provided they have the credit card owner's permission and the billing address and expiration date for the card. If this is not an option, the Delta Employees Credit Union and many other banking institutions offer prepaid credit cards.



Yield Fare Tickets

Q1. Can I pay for yield fare tickets by cash or check?

A1. No. Cash and checks are no longer accepted for yield fare travel. However, the employee will be able to use a valid credit card other than his or her own (with the card owner's permission) to purchase tickets via TravelNet. The employee must provide the complete billing address and expiration date for the credit card used.

Q2. Can Reservations, City Ticket Offices, or airport ticketing locations issue yield fare tickets?

A2. Yes. However, it is preferable that all original tickets for yield fare travel be purchased online via TravelNet. Reservations, City Ticket Offices, or airport ticketing locations should be used only in emergency situations.

Q3. If a yield fare ticket is purchased from Reservations, City Ticket Offices, or airport ticketing locations, will the employee have to pay the direct ticketing fee?

A3. No. The direct ticketing charge does not apply to any employee-related tickets at this time.



Questions Specific to ACS and CTO Agents

Q1. What happens if a Family & Friends reservation has been ticketed and the Passenger Name Record (PNR) is past date?

A1. On May 18, 2005, with the new electronic process a Primary Pass Rider (PPR) template will be available in Deltamatic. The agent will have the ability to view a single display of all authorized Family & Friends travelers who have an active PNR and/or corresponding ticket number. Additionally, if the PNR is past date, the ticket number will appear in the PPR display corresponding to the Family & Friends traveler. When the agent selects the traveler's name, the shell PNR will be automatically created, and the corresponding electronic ticket will be automatically hooked to the new PNR. This new enhancement will give agents easy access to PNR and ticketing information while streamlining and simplifying the reissue process.

Q2. Will ACS and CTO agents still be able to print Family & Friends and yield fare tickets to paper?

A2. No, they will not be able to print the electronic tickets if travel is wholly within the 50 United States, Puerto Rico, U.S. Virgin Islands or Trans-border. Since the re-pricing tool can programmatically reissue (\$*RD) the majority of Family & Friends and yield fare tickets, the ability to print and issue online transfer (OLT) will be disabled.

For travel outside of these areas, no changes will be made to print, unhook and OLT issuance for international tickets or electronic tickets.

Q3. How will inhibiting print, unhook, and OLT for Family & Friends and yield fare travel tickets affect the gate agent or traveler if the passenger is not cleared from the standby list?

A3. We anticipate that this will improve standby processing at the gate for all involved. It takes fewer key strokes and less time to re-book a customer on an alternate flight and invoke reprice (\$*RD) than it does to print the ET to paper and issue an online transfer (OLT).

If there is additional collection due, the agent can simply type in "S/expiration date" (for "SAME") in the Form of Payment (FOP) field in the template. This will save time for both the agent and the customer.

Additionally, the original credit card used to purchase the ticket will be automatically charged – the agent will not have to input the card information again, which will make the process even quicker. The passenger must provide the expiration date of the original credit card, or he or she may present another credit card.

Q4. What should an agent do if re-price fails and a manual reissue is necessary?

A4. Because of their other responsibilities, we do not expect gate agents to manually reissue tickets. In these instances, the Family & Friends or yield fare traveler will need to go to Delta Direct or the ticket counter to have their ticket reissued.



[Return to the Non-Rev Travel Index](#)

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