

Section 1

How to Activate / Deactivate Pass Eligibility

Did you know?

The primary employee may now activate or deactivate pass eligibility for any member listed in their Primary Pass Rider (PPR) account. When the family member is deactivated, tickets (if required) may no longer be issued for travel and the family member will be inhibited from adding themselves to the Airport Standby List. The family member will not be eligible to travel until the primary employee re-activates their pass eligibility.

Note: Family members who have been deactivated by the primary employee should not contact the Employee Service Center (ESC) with questions or ask the representative to activate their pass eligibility. The family member **MUST** contact the primary employee regarding their pass eligibility status.

Step	Action
1	Click on My Account
2	Click on the radio button next to the family member you wish to activate or deactivate
3	Click on the applicable “Activate” or “Deactivate” button at the bottom of the screen
4	You will then receive a pass rider confirmation screen asking you if you want to activate / deactivate the pass rider listed
5	Click on “Yes” or “No”
6	Once the passenger has been either “activated” or “deactivated” their current pass eligibility status will appear in the “status” column in “My Account.”

Screen Detail

Pass Allotments

	Nrev No.	Name	Status	S2 R/A ¹	S3 R/A ¹	S3B R/A ¹	S3C R/A ¹	TO ² R/A ¹
<input type="radio"/>	00	CURRENS, CHARLES B	Active	-	-	-	UNL ³	-
<input checked="" type="radio"/>	01	CURRENS, CAROL J	Active	-	-	-	UNL ³	UNL ³
<input type="radio"/>	02	CURRENS, KIMBERLY A	Active	-	-	-	UNL ³	-
<input type="radio"/>	03	CURRENS, CARSTEN S	Active	-	-	-	UNL ³	-
<input type="radio"/>	04	CURRENS, CATHRYN R	Active	-	-	-	UNL ³	-

Select a pass rider from above to take appropriate action from below

Screen Detail, continued

Pass Rider - Deactivate Confirmation

Do you want to deactivate this pass rider?

Nrev No: 01
 Name: CURRENS, CAROL J
 Current Status: Active

Note: This pass rider will not be able to check in for a flight until he/she is activated again.

Pass Allotments

	Nrev No.	Name	Status	52 R/A ¹	53 R/A ¹	53B R/A ¹	53C R/A ¹	TO ² R/A ¹
<input type="radio"/>	00	CURRENS, CHARLES B	Active	-	-	-	UNL ³	-
<input type="radio"/>	01	CURRENS, CAROL J	Deactivated	-	-	-	UNL ³	UNL ³
<input type="radio"/>	02	CURRENS, KIMBERLY A	Active	-	-	-	UNL ³	-
<input type="radio"/>	03	CURRENS, CARSTEN S	Active	-	-	-	UNL ³	-
<input type="radio"/>	04	CURRENS, CATHRYN R	Active	-	-	-	UNL ³	-

Select a pass rider from above to take appropriate action from below

R/A¹ = Remaining/Allotted
TO² = Transoceanic
UNL³ = Unlimited
Miles⁴ = Miles
N/A⁵ = Data Not Available

Note: Once a family member is “deactivated,” they will not be eligible to travel until they are “re-activated” by the employee. Passengers who have been deactivated will be inhibited from adding themselves to the airport standby list.

Section 2

How to Change a Family & Friends and Yield Fare Ticket


Did you know?


Effective January 10, 2005, reservation changes and automated ticket reissues can now be processed on TravelNet for Family & Friends and Yield Fare Travel. Automated reissues are available for travel within or between the 50 U.S., Canada, Mexico, Puerto Rico, and the U.S. Virgin Islands.

Passenger's traveling to all other destinations must contact Reservation Sales or visit a Delta City Ticket Office or Airport Location to have your reservations changed and ticket(s) reissued.

Step	Action
1	Click on the "My Reservations" tab
2	Click on the "Confirmation Number" you would like to change
3	Click on the "Change Reservation" button
4	Check the passengers you wish to change or click on the "Select all passengers" button
5	Click on the "Change" button
6	Click "Yes" or "No" on the Change Reservation Confirmation Screen
7	Click on the "Add more flights" button
8	Enter the origin, destination and travel date(s) and click the "Get Flights" button
9	Select the new flight(s) and click on the "Continue" button
10	Cancel the flights you wish to change
11	Click on the "Confirm Reservation Changes" button
12	You will be presented one of four screens based on the changes made to your flight listing: <ol style="list-style-type: none"> 1. No Additional Payment is Due 2. Additional Payment is Required 3. You are Due a Refund or/ 4. We were unable to reissue your ticket(s). Your ticket(s) must be reissued by Delta Reservations, City Ticket Office, or Airport Location.
13	Click on the "Continue Ticketing" button. If an additional payment is due, you will be required to enter your credit card number, type of credit card, and expiration date to complete the transaction.

Screen Detail





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TravelNet

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Tools

Reservations

NRSA

- [COA335](#)
DL1291 ATL-RDU 7DEC
- [COAKZ1](#)
DL1472 ATL-MIA 8DEC
DL0754 MIA-ATL 15DEC
- [COATDK](#)
DL5543 LGA-CVG 9DEC
DL0773 CVG-ATL 9DEC
DL1638 ATL-MCO 9DEC
- [COAL1A](#)
DL1472 ATL-MIA 11DEC
DL0865 MIA-ATL 16DEC
- [COAT4Y](#)
DL0565 SLC-CVG 11DEC
- [COA524](#)
DL1106 ATL-LGA 10JAN
DL0643 LGA-ATL 18JAN
- [COA6H8](#)
DL4455 ATL-DTW 12FEB
DL1102 DTW-ATL 8MAR

CoBus/PS

- [COA312](#)
DL4230 ATL-RDU 7DEC

Tickets No Reservations

None

Automated reissues are available for travel within or between the 50 U.S., Canada, Mexico, Puerto Rico, and the U.S. Virgin Islands.


Passenger's traveling to all other destinations must contact Reservation Sales or visit a Delta City Ticket Office or Airport Location to have your reservations changed and ticket(s) reissued.


NRSA Reservations

Confirmation Number	Flt	From	To	Departs
COA335	DL1291	ATL	RDU	7DEC
COAKZ1	DL1472	ATL	MIA	8DEC
	DL0754	MIA	ATL	15DEC
COATDK	DL5543	LGA	CVG	9DEC
	DL0773	CVG	ATL	9DEC
	DL1638	ATL	MCO	9DEC
COAL1A	DL1472	ATL	MIA	11DEC
	DL0865	MIA	ATL	16DEC
COAT4Y	DL0565	SLC	CVG	11DEC
COA524	DL1106	ATL	LGA	10JAN
	DL0643	LGA	ATL	18JAN
COA6H8	DL4455	ATL	DTW	12FEB
	DL1102	DTW	ATL	8MAR

CoBus/PS Reservations

Confirmation Number	Flt	From	To	Departs
COA312	DL4230	ATL	RDU	7DEC





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TravelNet

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Tools

Reservations

NRSA

- [COA778](#)
DL4127 ATL-RDU 8DEC
DL0979 RDU-ATL 9DEC
- [COA71Y](#)
DL0050 ATL-CDG 8DEC
DL0118 CDG-BOM 9DEC
DL0119 BOM-CDG 14DEC
DL0021 CDG-ATL 14DEC
- [COA88B](#)
DL0244 ATL-MCO 8DEC
DL0506 MCO-ATL 12DEC
- [COA8VR](#)
DL0458 ATL-LGA 8DEC
DL0678 LGA-ATL 12DEC
- [COJVBM](#)
DL1823 ATL-SAV 8DEC
- [COATDK](#)
DL5543 LGA-CVG 9DEC
DL0773 CVG-ATL 9DEC
DL1638 ATL-MCO 9DEC
- [COJWFR](#)
DL1023 ATL-GSO 10DEC
DL1229 GSO-ATL 14DEC
- [COAT4Y](#)
DL0565 SLC-CVG 11DEC

View Reservation - use to view a confirmed reservation

Reservation for Confirmation Number CQJWFR

Passenger List:

Passenger	PPR ID	Nrev Type	Type	Curr	Total Fare	Ticket Number
LYNN, GREGORY	099991500-00	Employee	Adult	--	--	--
LYNN, VIVIANDELORES	099991500-01	Spouse	Adult	USD	43.39	0062116430975
LYNN, GREGORYDEMETRIUS	099991500-02	Minor Dependent Child	Child	USD	43.39	0062116430976

INFANT Ticket for INTERNATIONAL travel should be purchased at a Delta Ticket Office or City Ticket Office.

Itinerary / Availability:

Flt	From	To	Dpt Time	Arr Time	Mkt Carrier	AC	First Av/Au(Cap)	Bus. Av/Au(Cap)	Coach Av/Au(Cap)	Lists
1023	ATL	GSO	10DEC 401P	10DEC 514P	DELTA	M80	6/6 (14)	N/A	95/112 (128)	⌵
1229	GSO	ATL	14DEC 1200P	14DEC 117P	DELTA	735	8/8 (8)	N/A	73/79 (92)	⌵

Av=Actual Available; **Au**=Authorized Available; **Cap**=Total Class Capacity **(Subject to Change)**

*=Flight operated by Delta Connection or Codeshare Partner. Click flight number to view flight details.

Email Receipt(s)

Refund Ticket(s)

Change Reservation

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Screen Detail, continued

Change the Reservation

Reservation for Confirmation Number CQJWFR

Please select the passengers to be changed.

Passenger List:

Select	Passenger	PPR ID	Nrev Type	Type	Curr	Total Fare	Ticket Number
<input checked="" type="checkbox"/>	LYNN, GREGORY	099991500-00	Employee	Adult	--	--	--
<input checked="" type="checkbox"/>	LYNN, VIVIANDELORES	099991500-01	Spouse	Adult	USD	43.39	0062116430975
<input checked="" type="checkbox"/>	LYNN, GREGORYDEMETRIUS	099991500-02	Minor Dependent Child	Child	USD	43.39	0062116430976

Itinerary / Availability:

Flt	From	To	Dpt Time	Arr Time	Mkt Carrier	AC	First Av/Au(Cap)	Bus. Av/Au(Cap)	Coach Av/Au(Cap)	Lists
1023	ATL	GSO	10DEC 401P	10DEC 514P	DELTA	M80	6/6 (14)	N/A	95/112 (128)	
1229	GSO	ATL	14DEC 1200P	14DEC 117P	DELTA	735	8/8 (8)	N/A	73/79 (92)	

Change the Reservation

Confirmation Number CQJWFR

Are you sure you wish to Change the below passenger(s)?

Passenger	PPR ID	Nrev Type
LYNN, GREGORY	099991500-00	Employee
LYNN, VIVIANDELORES	099991500-01	Spouse
LYNN, GREGORYDEMETRIUS	099991500-02	Minor Dependent Child

Screen Detail, continued

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NRSA Reservation Review - Confirmation Number CQJWFR

Passenger List:

Status	Passenger	PPR ID	Type	Cancel
FLIGHT LISTED	LYNN, GREGORY	099991500-00	Adult	-
FLIGHT LISTED	LYNN, VIVIAN	099991500-01	Adult	-
FLIGHT LISTED	LYNN, GREGORY	099991500-02	Child	-

Modify Passenger List...

Itinerary:

Status	Flt	From	To	Dpt Time	Arr Time	Carrier	AC	First Av/Au	Bus. Av/Au	Coach Av/Au	Cancel
ADD	0580	ATL	GSO	10DEC 945A	10DEC 1100A	DELTA	735	8/8	-	67/80	→
CANCEL	1023	ATL	GSO	10DEC 401P	10DEC 514P	DELTA	M80	6/6	-	95/112	-
LISTED	1229	GSO	ATL	14DEC 1200P	14DEC 117P	DELTA	735	8/8	-	73/79	→

Add More Flights...

Class Preference:
 First/Business: Coach: (Note: Class Preference will be used when adding flights.)

Contact Phone Information:
 Please enter your phone number: Type: (H) Home (B) Business (C) Cell
 (eg:1239870000)

Cancel | Confirm Reservation Changes >

Example: Flight change (No Additional Payment is Due)

DeltaNet Home | Home | CoBus Travel | Fam & Frnds | My Account | **My Rsrvtns** | News & Info | **INFONET Home**

TravelNet | Log Out | Feedback | FAQ | Help

No Additional Payment is Due.

NRSA Reservation - Fare Quote

Your booking includes Yield and/or Family & Friends passengers.

Passenger Fares:

Passenger	PPR ID	Nrev Type	Type	Ticket Number
LYNN, GREGORY	099991500-00	Employee	Adult	--
LYNN, VIVIANDELORES	099991500-01	Spouse	Adult	0062116430975
LYNN, GREGORYDEMETRIUS	099991500-02	Minor Dependent Child	Child	0062116430976

Curr	Current Base Fair	New Base Fare	Current Tax	New Tax	Current Total	New Total	Net Due	Net Refund
--	--	--	--	--	--	--	--	--
USD	29.76	29.76	13.63	13.63	43.39	43.39	0.00	0.00
USD	29.76	29.76	13.63	13.63	43.39	43.39	0.00	0.00

Itinerary / Availability:

Flt	From	To	Dpt Time	Arr Time	Carrier	AC	First Av/Au	Bus. Av/Au	Coach Av/Au
0580	ATL	GSO	10DEC 945A	10DEC 1100A	DELTA	735	8/8	-	67/80
1229	GSO	ATL	14DEC 1200P	14DEC 117P	DELTA	735	8/8	-	73/79

No additional payment is required.
 Click 'Continue to Ticketing' to complete the reservation.

Cancel | Continue to Ticketing >

Screen Detail, continued

Example: Flight Change (Additional Payment Required)

Additional Payment is Required.

NRSA Reservation - Fare Quote
Your booking includes Yield and/or Family & Friends passengers.

Passenger Fares:

Passenger	PPR ID	Nrev Type	Type	Ticket Number
LYNN, GREGORY	099991500-00	Employee	Adult	--
LYNN, VIVIANDELORES	099991500-01	Spouse	Adult	0062116982590
LYNN, GREGORYDEMETRIUS	099991500-02	Minor Dependent Child	Child	0062116982591

	Curr	Current Base Fair	New Base Fare	Current Tax	New Tax	Current Total	New Total	Net Due	Net Refund
--	--	--	--	--	--	--	--	--	--
USD	29.76	49.30	13.63	15.10	43.39	64.40	21.01	--	
USD	29.76	49.30	13.63	15.10	43.39	64.40	21.01	--	
						Total:	42.02		

Itinerary / Availability:

Flt	From	To	Dpt Time	Arr Time	Carrier	AC	First Av/Au	Bus. Av/Au	Coach Av/Au
1140	ATL	BOS	10DEC 815A	10DEC 1043A	DELTA	M80	7/7	-	78/97
1229	GSO	ATL	14DEC 1200P	14DEC 117P	DELTA	735	8/8	-	73/79

Example: Destination Change (Additional Payment Required)

Please enter the Credit Card to be charged:
All fields are mandatory

Credit Card Information

Number:

Card Type:

Expiration:

I hereby certify that:

- Credit card account is valid.
- The purchase is authorized by the credit card account holder.
- I assume full responsibility for payment for this purchase if payment from the credit card account is denied for any reason.

I agree (Mandatory)

Screen Detail, continued

Example: Destination Change (Refund is Due)

You are Due a Refund.

NRSA Reservation - Fare Quote
Your booking includes Yield and/or Family & Friends passengers.

Passenger Fares:

Passenger	PPR ID	Nrev Type	Type	Ticket Number
LYNN, GREGORY	099991500-00	Employee	Adult	--
LYNN, VIVIANDELORES	099991500-01	Spouse	Adult	0062116982590
LYNN, GREGORYDEMETRIUS	099991500-02	Minor Dependent Child	Child	0062116982591

Curr	Current Base Fair	New Base Fare	Current Tax	New Tax	Current Total	New Total	Net Due	Net Refund
--	--	--	--	--	--	--	--	--
USD	29.76	13.95	13.63	6.75	43.39	20.70	--	22.69
USD	29.76	13.95	13.63	6.75	43.39	20.70	--	22.69
Total:							45.38	

Itinerary / Availability:

Flt	From	To	Dpt Time	Arr Time	Carrier	AC	First Av/Au	Bus. Av/Au	Coach Av/Au
0580	ATL	GSO	10DEC 945A	10DEC 1100A	DELTA	735	8/8	-	67/80

You are due a refund. Click 'Continue to Ticketing' to complete the reservation.

Your Flight Listing Has Been Created

Confirmation Number: **CQJWFR**

Please note the Refund Receipt Number(s) for future reference.

Passenger List:

Passenger	PPR ID	Type	Currency	Base	Tax/Fees	Total Fare	Refund Receipt
LYNN, GREGORY	099991500-00	Adult	--	--	--	--	--
LYNN, VIVIANDELORES	099991500-01	Adult	USD	13.95	6.75	20.70	07563293875
LYNN, GREGORYDEMETRIUS	099991500-02	Child	USD	13.95	6.75	20.70	07563293886

Itinerary:

Flt	From	To	Dpt Time	Arr Time	Carrier	AC	First Av/Au	Bus. Av/Au	Coach Av/Au
0580	ATL - Atlanta	GSO - Greensboro	10DEC 945A	10DEC 1100A	DELTA	735	8/8	-	67/80

Screen Detail, continued

Example: Unable to Reissue the Ticket(s)

The screenshot shows the DeltaNet website interface. At the top, there are navigation tabs: Home, CoBus Travel, Fam & Frnds, My Account, My Rsrvtns, and News & Info. The 'My Rsrvtns' tab is selected. Below the navigation is a 'TravelNet' banner with links for Log Out, Feedback, FAQ, and Help. A red error message states: 'We were unable to reissue your ticket(s). Your ticket(s) must be reissued by Delta Reservations, City Ticket Office, or Airport Location.' Below this is a section titled 'NRSA Reservation - Fare Quote' with the text 'Your booking includes Yield and/or Family & Friends passengers.' The 'Passenger Fares' table lists three passengers: LYNN, GREGORY (Employee, Adult), LYNN, VIVIANDELORES (Spouse, Adult), and LYNN, GREGORYDEMETRIUS (Minor Dependent Child, Child). Below this is a table with columns: Curr, Current Base Fair, New Base Fare, Current Tax, New Tax, Current Total, New Total, Net Due, and Net Refund. The 'Itinerary / Availability' table shows two flights: 4127 (ATL to RDU, 8DEC 1200P to 8DEC 122P, DELTA* CRJ) and 0979 (RDU to ATL, 9DEC 605A to 9DEC 725A, DELTA M80).

Passenger Fares:

Passenger	PPR ID	Nrev Type	Type	Ticket Number
LYNN, GREGORY	099991500-00	Employee	Adult	--
LYNN, VIVIANDELORES	099991500-01	Spouse	Adult	0062155616714
LYNN, GREGORYDEMETRIUS	099991500-02	Minor Dependent Child	Child	0062155616715

Curr	Current Base Fair	New Base Fare	Current Tax	New Tax	Current Total	New Total	Net Due	Net Refund
--	--	--	--	--	--	--	--	--
USD	29.76	N/A	13.63	N/A	43.39	N/A	--	--
USD	29.76	N/A	13.63	N/A	43.39	N/A	--	--

Itinerary / Availability:

Flt	From	To	Dpt Time	Arr Time	Mkt Carrier	AC	First Av/Au(Cap)	Bus. Av/Au(Cap)	Coach Av/Au(Cap)	Lists
4127	ATL	RDU	8DEC 1200P	8DEC 122P	DELTA*	CRJ	N/A	N/A	28/28 (40)	
0979	RDU	ATL	9DEC 605A	9DEC 725A	DELTA	M80	13/13 (14)	N/A	101/116 (128)	

[Return to My Reservations](#)

Note: The traveler must contact Reservation Sales or visit a Delta City Ticket Office or Airport Location to change the itinerary changed and the ticket(s) reissued.

Section 3

How to Complete an Automated Refund or Refund Request

Did you know?

TravelNet can process automated refund requests for wholly unused tickets. Additionally, you will also have the ability to request a refund through Passenger Refunds for partially used tickets or tickets that require a manual calculation of the refund amount. Since TravelNet is the primary distribution channel for employee-related travel, it is critical that all refund requests be processed on TravelNet rather than contacting Reservation Sales, or visiting a City Ticket Office or Airport location so our frontline teams can focus on Delta's valued revenue customers.

Note: In this release, when a manual refund request is required to be processed by Passenger Refunds, a separate refund request will need to be made for each ticket. The employee should document the ticket number(s) prior to completing the refund request.

Step	Action
1	Click on the "My Reservations" tab
2	Click on the "Confirmation Number" you would like to change
3	Click on the "Refund Ticket(s) button
4	Check the passengers you wish to refund or click on the "Select all passengers" button
5	Click on the "Refund" button
6	Click "Yes" or "No" on the Refund Reservation Confirmation Screen
7	You will be presented one of three screens "Refund Confirmation" screens based on the refund request: 1. Refund Processed 2. Refund Not Processed or/ 3. An advisory that you have requested a refund for a "paper" ticket
8	If the Refund was not processed, please record the passenger's name(s) and ticket number(s) and click on the "Continue" button
9	You will be presented with a "Refund Request" template. Please enter the passenger's first name, last name, ticket number and e-mail address.
10	Click on the "Submit" button. The refund request will be sent directly to Passenger Refunds for processing.

Note: A separate refund request will need to be completed for each ticket.

How to Complete an Automated Refund or Refund Request, continued

Screen Detail

Example: Refund Processed

Automated reissues are available for travel within or between the 50 U.S., Canada, Mexico, Puerto Rico, and the U.S. Virgin Islands.
 Passenger's traveling to all other destinations must contact Reservation Sales or visit a Delta City Ticket Office or Airport Location to have your reservations changed and ticket(s) reissued.

NRSA Reservations

Confirmation Number	Flt	From	To	Departs
CBV6D5	DL0263	ATL	LAX	15DEC
	DL0101	LAX	ATL	19DEC

CoBus/PS Reservations

Confirmation Number	Flt	From	To	Departs
None				

Tickets with No Reservations

Ticket Number	Passenger	From	To	Departs
None				

View Reservation - use to view a confirmed reservation

Reservation for Confirmation Number CBV6D5

Passenger List:

Passenger	PPR ID	Nrev Type	Type	Curr	Total Fare	Ticket Number
LYNN, GREGORY	099991500-00	Employee	Adult	--	--	--
LYNN, VIVIANDELORES	099991500-01	Spouse	Adult	USD	161.41	0062116089939
LYNN, GREGORYDEMETRIUS	099991500-02	Minor Dependent Child	Child	USD	161.41	0062116089940
LYNN, DYNESHIANICOLE	099991500-03	Minor Dependent Child	Child	USD	161.41	0062116089941
LYNN, LOUISE	099991500-04	Parent	Adult	USD	161.41	0062116089942

INFANT Ticket for INTERNATIONAL travel should be purchased at a Delta Ticket Office or City Ticket Office.



Itinerary / Availability:

Flt	From	To	Dpt Time	Arr Time	Mkt Carrier	AC	First Av/Au(Cap)	Bus. Av/Au(Cap)	Coach Av/Au(Cap)	Lists
0263	ATL	LAX	15DEC 210P	15DEC 352P	DELTA	764	5/5 (36)	N/A	42/66 (249)	
0101	LAX	ATL	19DEC 1140A	19DEC 646P	DELTA	763	N/A	4/4 (24)	47/63 (228)	

Av=Actual Available; Au=Authorized Available; Cap=Total Class Capacity (Subject to Change)
 *=Flight operated by Delta Connection or Codeshare Partner. Click flight number to view flight details.

Screen Detail, continued

Example: Refund Processed, continued

Home CoBus Travel Fam & Frnds My Account **My Rsrvtns** News & Info

TravelNet Log Out Feedback FAQ Help

Refund the Reservation

Reservation for Confirmation Number CBV6D5



Please select the passengers to be refunded.

Passenger List:

Select	Passenger	PPR ID	Nrev Type	Type	Curr	Total Fare	Ticket Number
<input checked="" type="checkbox"/>	LYNN, GREGORY	099991500-00	Employee	Adult	--	--	--
<input checked="" type="checkbox"/>	LYNN, VIVIANDELORES	099991500-01	Spouse	Adult	USD	161.41	0062116089939
<input checked="" type="checkbox"/>	LYNN, GREGORYDEMETRIUS	099991500-02	Minor Dependent Child	Child	USD	161.41	0062116089940
<input checked="" type="checkbox"/>	LYNN, DYNESHIANICOLE	099991500-03	Minor Dependent Child	Child	USD	161.41	0062116089941
<input checked="" type="checkbox"/>	LYNN, LOUISE	099991500-04	Parent	Adult	USD	161.41	0062116089942

Itinerary / Availability:

Flt	From	To	Dpt Time	Arr Time	Mkt Carrier	AC	First Av/Au(Cap)	Bus. Av/Au(Cap)	Coach Av/Au(Cap)	Lists
0263	ATL	LAX	15DEC 210P	15DEC 352P	DELTA	764	5/5 (36)	N/A	42/66 (249)	
0101	LAX	ATL	19DEC 1140A	19DEC 646P	DELTA	763	N/A	4/4 (24)	47/63 (228)	

Home CoBus Travel Fam & Frnds My Account **My Rsrvtns** News & Info

TravelNet Log Out Feedback FAQ Help

Refund and/or Cancel the Reservation

Confirmation Number CBV6D5

Are you sure you wish to Refund and/or Cancel the below passenger(s)?

Passenger	PPR ID	Nrev Type
LYNN, GREGORY	099991500-00	Employee
LYNN, VIVIANDELORES	099991500-01	Spouse
LYNN, GREGORYDEMETRIUS	099991500-02	Minor Dependent Child
LYNN, DYNESHIANICOLE	099991500-03	Minor Dependent Child
LYNN, LOUISE	099991500-04	Parent

Screen Detail, continued

Example: Refund Processed, continued

Refund Reservation - CONFIRMATION

Refund Successful for Confirmation Number CBV6D5

Passenger	PPR ID	Ticket	Status	Refund Receipt	Currency	Refund Amt
LYNN, GREGORY	099991500-00	--	--	--	--	--
LYNN, VIVIANDELORES	099991500-01	0062116089939	Refund Successful	0060756767343	USD	161.41
LYNN, GREGORYDEMETRIUS	099991500-02	0062116089940	Refund Successful	0060756767344	USD	161.41
LYNN, DYNESHIANICOLE	099991500-03	0062116089941	Refund Successful	0060756767345	USD	161.41
LYNN, LOUISE	099991500-04	0062116089942	Refund Successful	0060756767346	USD	161.41
Total Refund:						645.64

[Continue](#)

Example: Refund Not Processed (Partially Used Ticket(s))

Refund Reservation - CONFIRMATION

Refund Not Processed for Confirmation Number CBV6SI

We were unable to process your refund. Your refund request(s) must be processed by Passenger Refunds. Please record your ticket number(s) to complete your refund request. A refund request will need to be made for each ticket.

Passenger	PPR ID	Ticket	Status	Refund Receipt	Currency	Refund Amt
LYNN, GREGORY	099991500-00	--	Not Processed	--	--	--
LYNN, VIVIANDELORES	099991500-01	0062116261724	Not Processed	--	USD	69.41
LYNN, GREGORYDEMETRIUS	099991500-02	0062116261725	Not Processed	--	USD	69.41
LYNN, DYNESHIANICOLE	099991500-03	0062116261726	Not Processed	--	USD	69.41
LYNN, LOUISE	099991500-04	0062116261727	Not Processed	--	USD	69.41
Total Refund:						277.64

[Continue](#)

Note: Please record your ticket number(s) for refund processing

Screen Detail, continued

Example: Refund Not Processed (Partially Used Ticket(s)), continued

The screenshot shows the DeltaNet website interface. At the top, there are logos for DeltaNet Home and INFONET Home. Below these are navigation tabs: Home, CoBus Travel, Fam & Frnds, My Account, My Rsrvtns, and News & Info. A dark blue banner contains the text "TravelNet" on the left and "Log Out | Feedback | FAQ | Help" on the right. On the left side, there is a "Tools" menu with links for Pass Riders, Pass Charges, Travel History, and Refund. The main content area has a yellow background and contains the following text: "Delta will issue refunds for eligible tickets within seven business days for domestic credit card purchases. The refund may take up to two billing cycles before it is reflected on your credit card statement. Refunds for eligible tickets purchased with cash or check will be processed within 20 business days." Below this is a section titled "Online (Electronic Tickets Only)" with the instruction "For paper tickets, please see instructions below:". It then says "Please complete all the fields below and click Submit." and provides a form with the following fields: "First name:" with an input box, "Last name:" with an input box, "e>ticket number*:" with a pre-filled "006" and an input box, "E-mail address:" with an input box, and "Re-enter e-mail address:" with an input box. A "Submit" button is located below the form. At the bottom of the form area, it says "*Please enter the 10 digits following 006 on your e>ticket."

Example: Refund Not Processed (Paper Ticket)

The screenshot shows the DeltaNet website interface with a yellow advisory message box. The navigation tabs at the top are Home, CoBus Travel, Fam & Frnds, My Account, My Rsrvtns, and News & Info. The dark blue banner contains "TravelNet" and "Log Out | Feedback | FAQ | Help". The advisory message box contains the following text: "Advisory Message: You have requested a refund for a paper ticket. Please send your refund request along with your paper ticket to: DELTA AIR LINES PASSENGER REFUNDS - DEPT 655 700 SOUTH CENTRAL AVE HAPEVILLE GA 30354". An "OK" button is located at the bottom right of the message box.

Section 4

How to Add Multiple Special Service Requests (SSR's)

Did you know?



When more than one passenger is traveling together in the same itinerary, you can now add multiple Special Service Requests (SSR's) for each passenger (as needed) at the time the flight listing is created. The Special Service Request identifies those individuals that need special assistance while traveling. For example, traveling with infant-in-arms, wheelchair assistance or assistance for the hearing or visually impaired.

Step	Action
1	From the Home Page, enter your origin, destination and travel dates.
2	Select your flight(s)
3	From the NRSA Reservation Review Screen, add the passengers that will be traveling
4	Enter the passenger's phone number
5	Check the "I wish to add an SSR" box
6	Check the assistance needed for each passenger. Note: When traveling with an infant-in-arms, you will be required to enter the infant's name and date of birth
7	Click on the "Continue button" and complete your flight listing and/or ticketing transaction as indicated.

Note: In this release of TravelNet, the Special Service Requests must be entered at the time the flight listing is created. We hope to add the ability to add/change Special Service Requests in conjunction with the change flight functionality in a future release.

Screen Detail

Example: Infant-in-Arms and Wheelchair Assistance



Home CoBus Travel Fam & Frnds My Account My Rsrvtns News & Info

TravelNet Log Out Feedback FAQ Help

NRSA Reservation Review

Passenger List:

Status	Passenger	PPR ID	Type	Cancel
ADD	LYNN, GREGORY	099991500-00	Adult	
ADD	LYNN, VIVIAN	099991500-01	Adult	

Modify Passenger List...

Itinerary:

Status	Flt	From	To	Dpt Time	Arr Time	Carrier	AC	First Av/Au	Bus. Av/Au	Coach Av/Au	Cancel
ADD	0609	ATL	GSO	16DEC 745P	16DEC 859P	DELTA	M80	8/8	-	27/34	

Add More Flights...

Class Preference:
First/Business: Coach: (Note: Class Preference will be used when adding flights.)

Contact Phone Information:
Please enter your phone number: Type: (H) Home (B) Business (C) Cell
(eg:1239870000)

Special Service Request:
 I wish to request SSR(s) (Infant in arms; Wheelchair; Visually impaired; Hearing impaired)

PPR ID	Passenger	Special Service Request (SSR)			
099991500-00	LYNN, GREGORY	<input type="checkbox"/> Infant	<input checked="" type="checkbox"/> Wheelchair	<input type="checkbox"/> Visual	<input type="checkbox"/> Hearing
099991500-01	LYNN, VIVIAN	<input checked="" type="checkbox"/> Infant	<input type="checkbox"/> Wheelchair	<input type="checkbox"/> Visual	<input type="checkbox"/> Hearing

Infant details: First Name: Middle: Last:
Date of Birth (MM/DD/YYYY): / /

Note: International travel requires a separate ticket for an infant that can only be purchased at a Delta Airport Location or City Ticket Office

Infant: Travelling with infant in arms
Wheelchair: Wheelchair needed
Visual: Visually impaired
Hearing: Hearing impaired

Cancel Continue >