

INSIDE DELTA

NEWS FOR TRAVEL PROFESSIONALS.



KEEP CLIMBING



2ND QUARTER 2019

Welcome to the 2nd Quarter 2019 edition of Inside Delta, a newsletter designed to keep you updated on the latest from the Delta Air Lines network.

At Delta we are always looking for more ways to make it easier for you to deliver a great service for your customers.

We know their plans can change overnight. That's why we've made changes to how travel agents can refund issued tickets via BSP reporting - with no waiver code and without penalty.

We're also excited to be launching a second daily flight from Tel Aviv to New York-JFK, offering your customers twice the travel options between Israel and the United States.

Meanwhile, we've made it easier for customers to upgrade their flights on-the-go and have made the boarding experience smoother and hassle-free.

Thank you for your support of Delta.



Jimmy Eichelgruen
Delta Air Lines
Director Sales,
Africa, Middle East & India

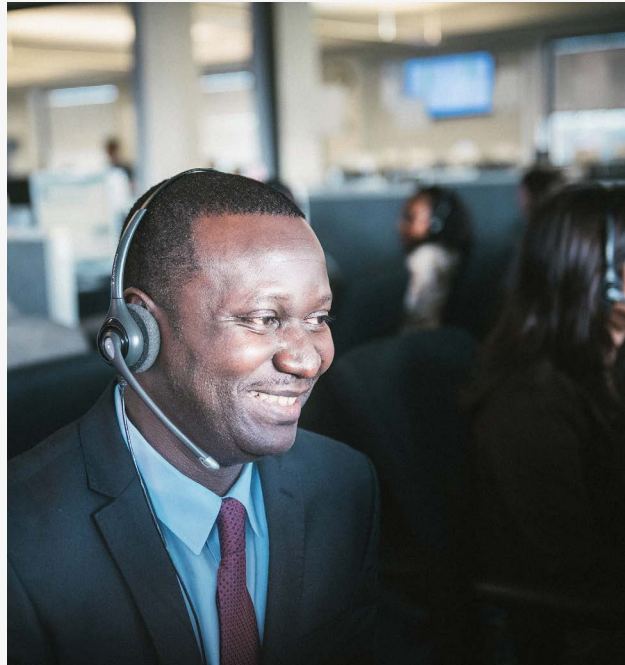
CORPORATE

DELTA OPENS NEW BSP REFUND WINDOW

Travel agencies worldwide that report via BSP can now cancel a reservation and refund an original sale ticket by midnight the following day - waiver free and without penalty.

The one day post-ticketing refund window applies to original sale tickets only on any itinerary validated on 006 Delta ticket stock and does not apply to exchanges.

Information on refund process and PNR documentation requirements is available in the [Delta Professional Policy Library](#).



NETWORK

DELTA DOUBLES TEL AVIV SERVICE

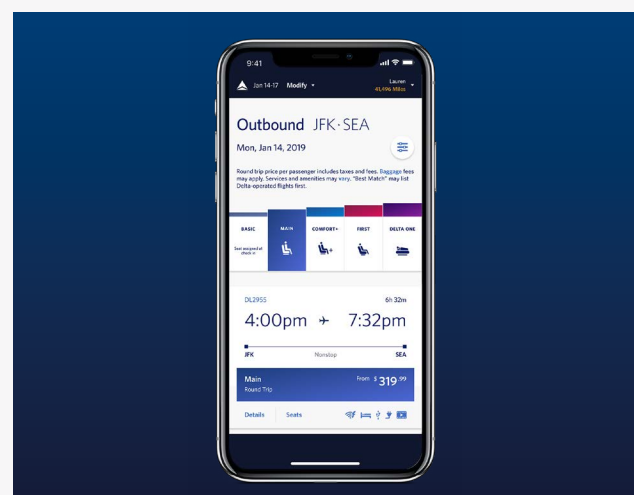
Delta is launching a second daily flight from Tel Aviv to New York-JFK on June 17, 2019. The new service is conveniently timed as a daytime departure, complementing Delta's existing flight and offering customers twice the travel options throughout the United States and beyond via New York.

Delta's flights from Tel Aviv are operated using Airbus A330-300 aircraft, offering an enhanced onboard experience in every class of service. Customers flying in Delta One enjoy fully flat-bed seats with individual aisle access and extra privacy thanks to their herringbone configuration. The aircraft features in-seat entertainment for every passenger, optional Wi-Fi access and free mobile messaging.

The new Tel Aviv flight is scheduled as follows:

FLIGHT	DEPARTS	ARRIVES
DL467	Tel Aviv at 11:45	New York-JFK at 16:59
DL466	New York-JFK at 15:35	Tel Aviv at 09:45 (next day)

OPERATIONS



DELTA LAUNCHES NEW BOARDING PROCESS

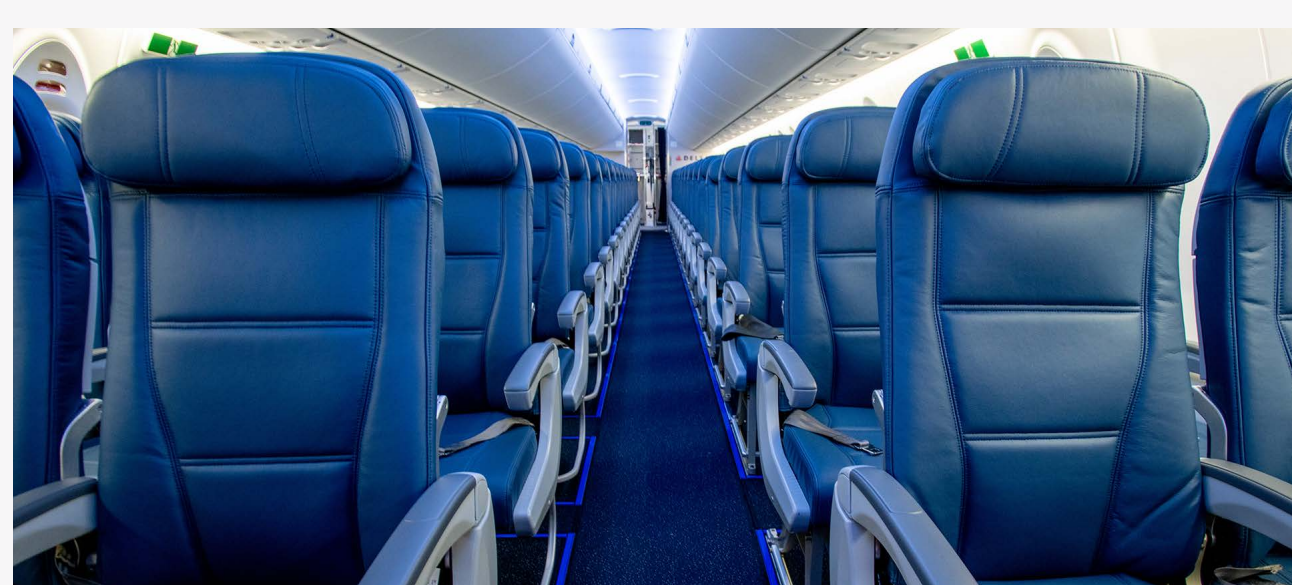
Delta has simplified the boarding experience for customers around the world. As well as renamed boarding zones that reflect the branded fare purchased, new colours for each fare product are shown on screens and signage at the gate.

For most customers, their place in the boarding order hasn't changed - the new name simply makes it easier to recognize. [Find out more.](#)

SNEAK PEEK: DELTA'S A220

Delta's brand-new A220 has taken to the skies, bringing elements of the travel experience enjoyed by international customers to select domestic routes.

Highlights on board the state-of-the-art aircraft include seat-back screens, high-speed 2Ku Wi-Fi, wider seats and extra-large windows. [Find out more.](#)



PRODUCTS & SERVICES

PRE-SELECT EXTENDS TO DOMESTIC FIRST CLASS

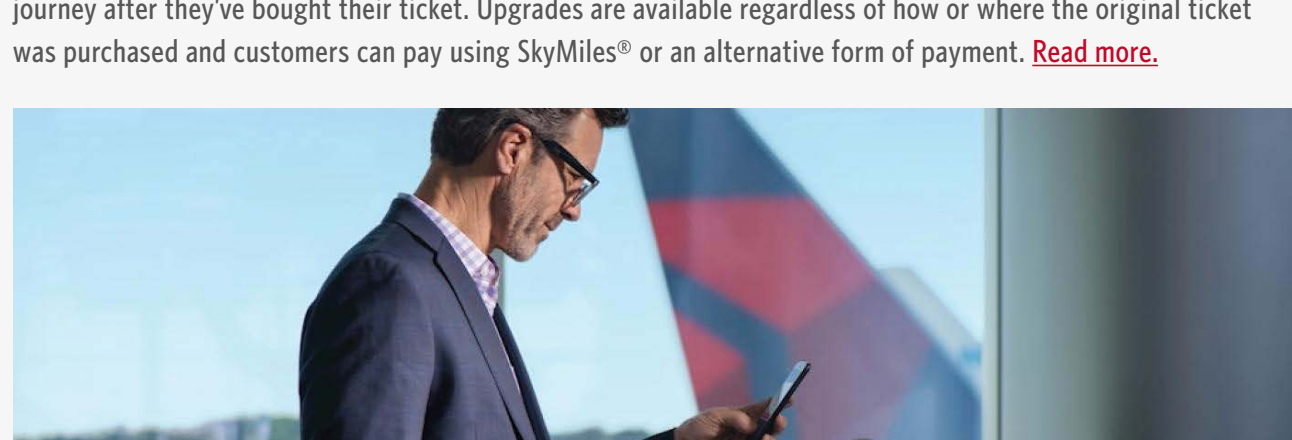
Delta's popular pre-select program is now available for First Class customers on domestic U.S. flights operated by Delta. This includes also includes select flights between the U.S. and Canada, the Caribbean and Latin America where meals are served.

To take advantage, there needs to be a valid email address in the customer's PNR, with a separate email for each person travelling. Customers receive an email three days prior to their trip, inviting them to select their preferred meal option from Delta's latest seasonal menu. [Read more.](#)



EASY UPGRADES VIA FLY DELTA APP

The latest version of the Fly Delta app offers customers greater flexibility and easier options to upgrade their journey after they've bought their ticket. Upgrades are available regardless of how or where the original ticket was purchased and customers can pay using SkyMiles® or an alternative form of payment. [Read more.](#)



FRESH-BREWED TEA TAKES OFF

Delta One customers can now enjoy Pure Leaf premium teas on board, with flavours including English Breakfast, Green Tea with Jasmine, Peppermint and Earl Grey. Pure Leaf teas will also be available in Delta Sky Clubs starting May 1, with more flavours to enjoy like Chamomile, Chai Tea, Ginger with Orange Blossom and Black Tea with Berries.

Meanwhile, Delta has introduced Lipton, one of the world's best-selling teas, for customers in Delta Premium Select, First Class, Delta Comfort+ and Main Cabin. [Read more.](#)

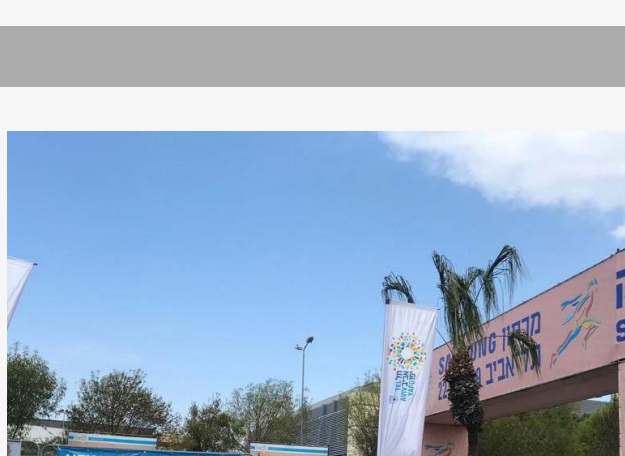


DELTA IN THE COMMUNITY

DELTA SPONSORS TEL AVIV MARATHON

For the second year running Delta sponsored February's Tel Aviv Marathon. Thousands of runners from all over the world took part in the event - one of the biggest in Israel's sporting calendar - including many Delta employees and contractors.

The marathon is one of several high-profile events Delta sponsors in Israel. Others include the Caesarea Golf Club and Tel Aviv's annual LGBT Film Festival.



About Inside Delta.

Inside Delta is a newsletter produced exclusively for travel professionals by Delta Air Lines, Inc.

Delta Professional - [PRO.DELTA.COM/ISRAEL](#)

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