

CORPORATE



Delta Announces the Launch of Delta Professional Travel Agency Website

New Site Design Based on Feedback to Deliver More On-Demand, Integrated Functionality

Delta Air Lines is pleased to announce the launch of Delta Professional Travel Agency website for travel agencies in Singapore, part of Delta's ongoing investment in technology to improve the travel professional experience for our travel partners. The website is part of a suite of websites called "Delta Professional" that are designed based on feedback from corporate and travel agency professionals, to deliver on-demand and integrated online functionality and provide travel professionals with expanded self-service options, making it easier to do business with Delta.

Travel professionals in Singapore may access the new website via the new URL pro.delta.com/singapore or pro.delta.com/sg, or simply click [here](#).

Delta Wins Beat Readers' Choice Award – Again in 2016

For five years in a row, readers of business travel and distribution technology magazine The Beat have chosen Delta as their Most Admired Airline and Overall Most Admired Supplier in its Ninth Annual Beat Readers' Choice Awards.

Given out in October during The Beat Live conference in Chicago, IL, the awards were based on a poll that asked readers to choose the company in each of the six supplier segments that they "most admire for its policies, management style and service for business clients." [More](#)

Name Match Enhancement Notification for GDS Bookings

To further enhance the passenger experience for our customers, on October 27, 2016 Delta introduced new messaging to alert travel agencies that there is a name mismatch between a PNR name and the Passenger Security Name. This new notification is designed to offer our travel partners advance opportunity to verify or update the customer name information to help ensure a smooth check-in experience. [More](#)

Delta Statement on Competition, Choice and Transparency

Delta Air Lines believes that driving competition, consumer choice and transparency in airline travel is a win for our customers and is good for business. That is why we have invested in building the nation's most reliable airline with the best customer service, providing our customers with a fully transparent experience before, during and after their travel. [More](#)

OPERATIONS



Delta Marks 200th Day Without a Mainline Cancellation

On New Year's Day 2016, Delta didn't cancel a single mainline flight. It happened again the next day, and the next. Fast-forward to Sunday, November 6, and the airline had gone 200 days this year without a single mainline cancellation – nearly two months shy of the end of the year and based on Delta's internal statistical reporting of all Delta-operated flights scheduled between January 1 and November 6, 2016.

It's a feat no other airline has accomplished – something that just a few short years ago, even Delta leaders themselves thought nearly impossible – bringing renewed meaning to the airline's post-merger "Keep Climbing" ad campaign which promised to "Build a better airline, not just a bigger one." [More](#)

Despite Outage, Delta People Drive Solid August Performance, DOT Data Show

The Department of Transportation's latest [Air Travel Consumer Report](#) published in October shows Delta still strong in several operational metrics, despite a technology outage that disrupted flights over a three-day period in August. [More](#)

CUSTOMER EXPERIENCE

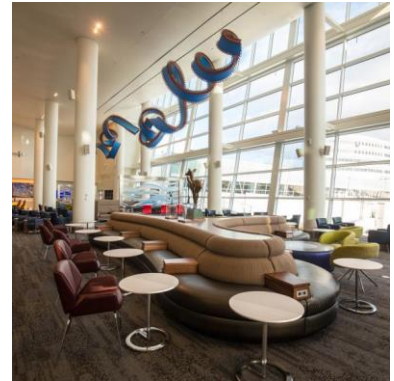


Delta Premium to Debut in 2017

Delta Premium, the latest cabin experience from Delta Air Lines, will debut on select international flights in late 2017. Through additional space, elevated service and distinguished amenities provided by partnerships with brands focused on design and quality, Delta is bringing the 'premium' back to the premium economy experience. [More](#)

New Seattle Delta Sky Club Continues to Raise Bar on Service, Amenities

Views of Mount Rainier greet guests at the new Delta Sky Club in Seattle-Tacoma International Airport, where the airline has added a second club to meet growing travel demand at its Pacific Northwest hub. With exceptional views of the runway and the mountain range, it creates a relaxing environment to touch down between flights. This opening follows the [Atlanta B flagship club opening](#) in September. [More](#)



Delta Launches Exclusive Westin Heavenly In-Flight Blanket for First Class Customers

Delta will extend its premium collection of in-flight amenities with a newly designed Westin Heavenly In-Flight Blanket for the First Class cabin, beginning mid-November. This is an extension of the airline's existing partnership with Westin Hotels & Resorts, part of Marriott International, Inc.

In addition to First Class cabin offerings, Delta's Main Cabin blankets have also been upgraded, featuring woven fabric in a sensory blue hue.

[More](#)



Airbnb and Delta team up to invite travelers to fly global, live local

Delta Air Lines and Airbnb are teaming up to offer SkyMiles Members an opportunity to earn miles on all Airbnb bookings worldwide when accommodations are reserved via [delta.com/airbnb](#). [More](#)

Group Highlights Delta, Makes Case for Industry-wide RFID Bag Tracking

The International Air Transport Association (IATA) this week [shared results](#) of a study finding that a global Radio Frequency Identification (RFID) solution could reduce the number of mishandled bags by up to 25 percent by 2022. [Delta began globally deploying RFID-embedded bag tags earlier this year](#), empowering the carrier to track bags with increased visibility. [More](#)

Delta Completes International Wi-Fi Installation

Delta has completed installation of Wi-Fi on its entire long-haul international fleet, enabling customers flying on its more than 200 daily flights between the United States and Africa, Asia, Australia, Europe, the Middle East and South America to stay connected at 30,000 feet. [More](#)



SkyMiles Members can redeem miles for Delta Private Jets travel

Delta's SkyMiles Members now have a way to redeem their miles toward luxurious and convenient travel on Delta Private Jets.

Starting October 25, 2016, beginning at 2.5 million miles for a \$25,000 Jet Card, SkyMiles Members can redeem for Delta Private Jet service, opening up a new world of luxury to Members.

The Jet Card enables customers to pre-fund a travel card, allowing for simplified booking, guaranteed jet availability and locked-in rates for private jet travel. Price points for the card ordinarily begin at \$100,000.

[More](#)



ABOUT NEWSLINE

Newsline is a communication produced exclusively for travel professionals by Delta Global Sales.