

Delta Air Lines Agency Resource Guide for Preferred Plus Accounts

Resource/ Area	Contact Information
Agency support and assist with pre-flight booking issues/waiver reviews. ARC/IATA ticketing procedures; agency sales reporting and IAR questions	Tickets plated on 006 (DL) , call the Global Service Center/Preferred Plus at 866-325-7723 . Email non urgent issues to: gscprefplus.delta@delta.com . For questions regarding ticketing/IAR, contact your backroom dept. Hours of Operation: 7:00AM-7:30PM CST, M-F. Tickets plated on 012 (NW) , call the Sales Action Center at 800-692-0012 , and enter your 7-digit ARC #. Press #7 to speak with a Sales Associate. Hours of Operation: 7:30AM - 7:00PM CST, M-F. Tickets plated on 057 (AF) , call Premier Service at 800-266-5687, PIN 12343558. Email non urgent issues to mail.psd@airfrance.fr Agency Resource Center: www.afkl.biz/us
Baggage issues (lost or damaged)	Call 800-325-8224 or fax questions to : 888-880-3412 or https://www.delta.com/baggage/landing_action#lost
Corporate Product: SkyBonus Reservations/ questions regarding DL's small-midsize corporate soft dollar program	SkyBonus Reservations or Service Center: 877-832-5211 or email skybonus@delta.com To enroll accounts, see information at: https://skybonus.delta.com/mainMenu.sb
Corporate Pricing Issues (ATPCO)	Complete the Private Fares Error Form provided by your SAE during contract implementation. Email to : CRSErrors.ATG665@delta.com
Customer Care Issues; post travel service recovery issues	Use "contact us" link on delta.com: http://www.delta.com/help/contact_us/ then "Email Us", complete form or call 800-335-8241 , at prompt press #8, then #5
Debit Memo Information	Delta debit memos are handled via ARC Memo Manager. For questions or disputes, send details and justification to: Email: collections.delta@delta.com or Fax details to: 404-773-2108. Please allow 2-3 weeks for response. Additional information can be found via 404-714-4662
Frequent Flyer Reservations and Program Questions	Call Delta SkyMiles at: 800-323-2323 . Silver Line: 800-325-6330 , Gold/Platinum Line: 800-325-1551 Effective December 2009, all NW WorldPerks members were issued SkyMiles numbers. If the SkyMiles number is unknown, go http://dmn.delta.com/skymiles/findacct/ , add the WP# and Name, and the new SM # will be provided
Group and Meeting Delta Meeting Network	<ul style="list-style-type: none"> • Delta Meeting Network: 800-328-2216 • Domestic Group Desk: 800-532-4777 • International Group Desk: 800-337-4777 FAX Number: 404-715-9219
Seating information: preferred seats; select or emergency exit row seat requirements	See Delta's agency online support center at www.worldagentdirect.com . For contracted corporate accounts, unable to secure a seat, please email GSCASRP_Delta@delta.com . Place your IATA number in the subject line, along with the DL Confirmation Number and "requesting help with seats".
Refunds , Ticket Usage, Ticket Copies and Lost Ticket information	For Delta tickets (006) 800-847-0578 For NW tickets (012) 612-726-2422
Schedule changes / irregular operations/ weather waiver information	Travel agents may call the appropriate GSC desk OR Reservations at 800-325-2000 For weather waiver information see : www.worldagentdirect.com or www.delta.com
Vacation Product- Delta Vacations	Book via www.worldagentdirect.com , product list tab: Delta Vacations or call 800-727-1111 For questions/issues on a DV booking, call Delta Vacations Agency Support Center: 888-606-9899
World Agent Direct Online agency resource site	www.worldagentdirect.com Quick Link for Weather Event/Exception Policy Information http://www.delta.com/traveling_checkin/flight_status_updates/advisories/world_agent_direct/index.jsp WAD Help Desk 888-749-6408

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