

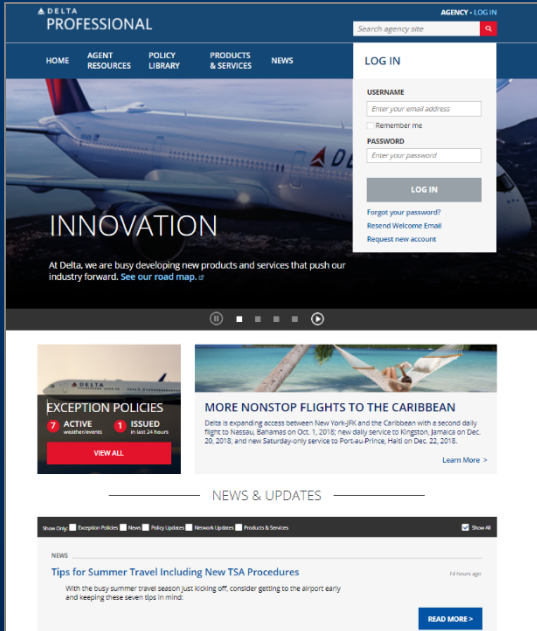
Delta Air Lines Work Samples

Kellcie Fields



DELTA PROFESSIONAL

CONNECTING TRAVEL PROFESSIONALS GLOBALLY



OVERVIEW

- The Delta Professional Travel Agency website provides travel professionals with easy access to relevant industry news and policies
- Streaming articles on homepage highlight most recent news, improving the customer experience for travelers
- Enhanced portal of websites better facilitates the relationship between the travel professional and Delta Sales Account Executive

Industry-leader in the digital space

- Robust search engine
- Intuitive categories
- Current and archived exception policies
- Innovative self-service tools
- On-demand reporting

WEBSITE FEATURES

Agent Resources

Agency-specific information about agency benefits, Delta Air Lines Alliances and Partners, and tools

Policy Library

Policies and procedures for reservations and ticketing, distribution, seats and special programs

Products and Services

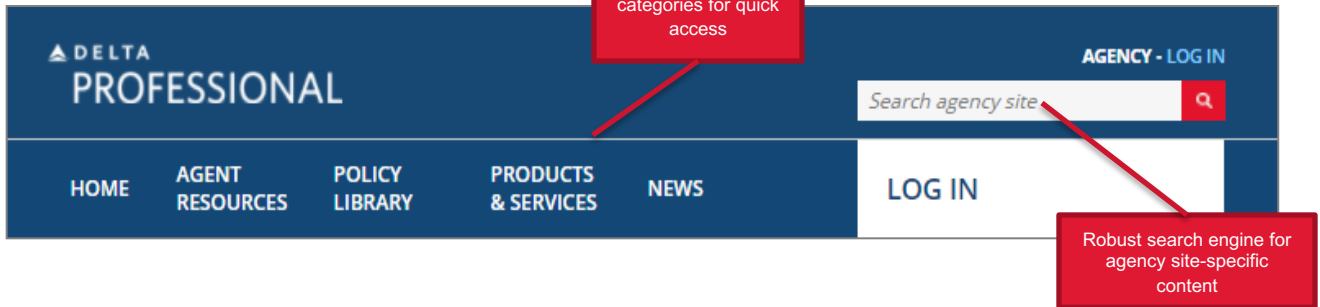
Overview of Delta baggage, check-in, eCertificate programs, In-flight, SkyMiles® and more

Application Access

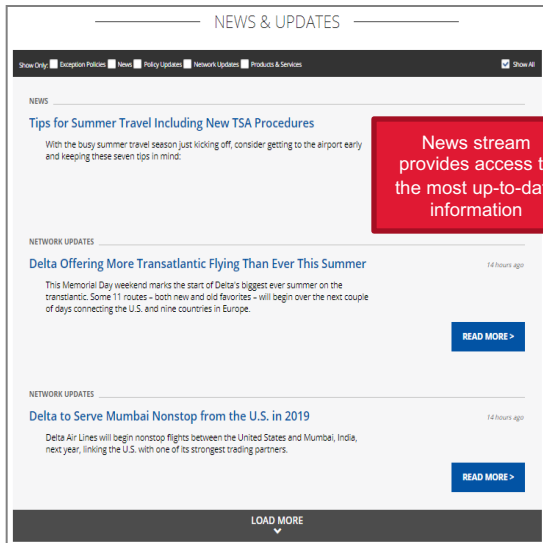
Access to applications such as Travel Exceptions and Preferred Seats, which offer real-time updates and 24/7 access to Travel Agencies

DELTA PROFESSIONAL TRAVEL AGENCY SITE

HEADER & SITE NAVIGATION



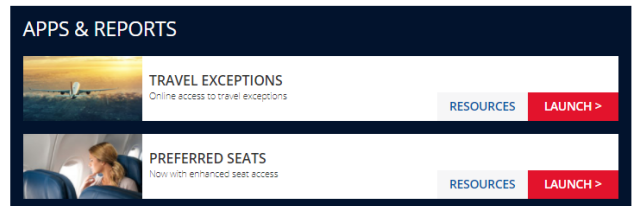
FEATURED NEWS & INFORMATION



Exception policy format prominently displays key information

APPS & REPORTS

MY DASHBOARD



My Dashboard provides access to Travel Exceptions, Preferred Seats, and any future applications.

Travel Exceptions offers real-time, 24/7 access to request and track waiver usage across all of Delta's different channels.

The **Preferred Seats** application allows agents to identify, select, and track preferred seat assignments in real-time based on seat availability.

FUN FACTS

- Industry-leading website developed based on direct customer feedback
- On-demand reporting enables accounts to realize full value of their Delta relationship
- Delta Professional is available in over 100 countries and 12 languages (no other airline agency website covers as many regions and languages)
- Innovative self-service tools provide an additional line of support for Agencies and CTMs
- Delta Professional reaches over 65,000 Travel Agency Managers and Corporate Travel Managers (CTMs) monthly
- Key contributor to Delta winning the prestigious Business Travel News (BTN) award for No 1 Airline for eight years in a row