



Dear Valued Customer,

Delta Cargo is committed to best serving your shipping needs and consistently advancing based on the demands of our industry. We understand that this may be a particularly challenging time for your business too and want to assure you that we are doing everything possible to support you as the COVID-19 situation continues to evolve.

Given our industry's current environment, we are transitioning certain responsibilities from our team of sales representatives. Moving forward, your primary resources for booking and managing shipments will be the robust Delta Cargo website as well as the Customer Service Center. Please see below for more information on these helpful resources.

Delta Cargo Website

- Our robust deltacargo.com site is designed to be your one-stop shop for Self-service tools and key information
- Self- service tools include booking, tracking, and checking in shipments as well as managing existing shipments
- The deltacargo.com site also features the latest [news and updates](#) regarding network changes, product offerings, and charter operations

Customer Service Center (CSC)

- Email address: DLcargo@delta.com
- Phone number: 1-800-DL-CARGO (800-352-2746)
- Hours of operation: Monday through Sunday 0600-0030 EDT

Additionally, Delta Cargo continues to be an important liaison for its global air cargo partners Air France-KLM, Virgin Atlantic, Korean Air, Aeromexico, and looks forward to aligning more with LATAM. Our collaborative approach helps to best serve you.

Thank you for your partnership.

Best Regards,

Sales Manager