

Non-revs must use ETC, beginning March 15

March 3, 2006

The Employee Travel Center (ETC) for non-revenue travelers is scheduled to open March 15 at Hartsfield-Jackson Atlanta International Airport. The ETC is one of several initiatives under way in Atlanta aimed at improving customer service by adding choice, convenience and efficiency for all customers.

The Employee Travel Center (ETC) will be located directly across from Baggage Carousel No. 1. Employees and pass riders – including Delta Connection, Delta Technology, Delta Global Services and Worldspan employees, retirees, their eligible pass and buddy pass riders – will be required to use the ETC for all of their travel to make the lobby area and lobby kiosks available to revenue passengers. The center will be open from 6 a.m. to 7 p.m., although these hours may change based on operational need.

The ETC will be equipped with four work stations for TravelNet access, four kiosks and a bag tag printer. This will allow NRSA travelers to list passengers, change reservations, activate standby and check baggage, all in one dedicated location. The center will be staffed with Delta agents for those who need further assistance.

All employees should share this information with the individuals listed on their PPRs, as well as those using Buddy Passes. The ETC is designed to help reduce congestion in the lobby and provide all customers with an efficient check-in experience.

More information will be available before the opening of the ETC.