



## PROCEDURES FOR FLOWBACK TRAVEL ON DELTA AIR LINES

Delta is pleased to offer the privilege of “flowback” for flight attendants. The following procedures have been developed to make this process as hassle free as possible.

1. There is no pre-flight listing. All transactions take place at the airport.
2. Flowback is a "ticketless" program in domestic markets.
3. Flight attendants requesting transportation under this agreement must check in at any airport ticket office or departure gate a minimum of thirty (30) minutes before scheduled departure of a domestic flight and (75) minutes before the departure of an international flight. Flight attendants will be required to check in again at each stopover or connecting city.
4. Check-in can be at the ticket counter or gates if you have carry-on luggage only. If you have checked baggage then the ticket counter must process the transaction.
5. You must present your company issued employee ID which should have the text CREW on it and request to be added to the “**jumpseat**” list (even though you **will not** be given a cabin jumpseat). Only pre-merger Delta and pre-merger Northwest crewmembers can occupy the cabin jumpseat.
6. Delta uses the automated jumpseat program to manage the flowback process; any other type of terminology could confuse the frontline agents.
7. Once you have checked in you will be given a seat request card. Please stay in the gate area until you see your name on the cleared list on our gate information screens or your name is called.
8. Our agents cannot accommodate requests less than 15 minutes prior to departure.
9. This agreement does not permit travel with children, family members, or a carry-on pet.
10. Transportation is applicable on Delta flights within the continental United States or to/from the U.S., Hawaii and Alaska, or to/from the continental United States and the United States Virgin Islands (San Juan, St. Thomas and St. Croix) and is on a space available basis. (Any applicable taxes or fees are the responsibility of the crewmember.) Flights operated by Delta Connection or other regional carriers or code share partners are excluded from this agreement. Priority will be given to Delta employees and all NRSA passengers (retirees, buddy pass holders, ID90, etc.). Thereafter, crewmembers from other airlines that have entered into similar agreements with Delta will be accorded such transportation on a “first come, first served” basis.

11. Transportation provided under this agreement is solely for travel that is strictly personal in nature. Transportation under this agreement is not to be used for business related travel of a personal nature, and is not to be used in any way to facilitate a carrier's staffing or crew requirements or any employee's crew related duties, responsibilities, plans, prospects or objectives.
12. Any crewmember utilizing transportation under this agreement while in uniform will be expected to conform to proper and complete uniform requirements. Crewmembers who are not in uniform must conform to normal passenger dress code.