



## Delta Simplifies Pre-Trip Prep

Delta has announced a number of new traveler offerings to make both their pre-trip planning and on-flight experience much more convenient. Let's take a look at the three most recent announcements:

- 1) **Automatic check-in on the Fly Delta app.** The new functionality, available on the latest version (4.6) of the app, automatically checks-in eligible customers 24 hours prior to their scheduled departure. Customers receive an alert via email or push notification, open the app, acknowledge the federal government mandate for restricted items, and their boarding pass is there along with all the tools needed for their trip. Once inside the app, the traveler can continue to check bags, change seats, and purchase upgrades. No longer do you need to 'check-in' for a flight you have already purchased!
- 2) **Free text messaging while on board.** Effective October, Delta customers are now able to send free messages with popular chat platforms while in the air. Customers will be able to use iMessage, WhatsApp, and Facebook Messenger while in the air on a Gogo-equipped flight. Gogo is a popular Wi-Fi platform that is a fee-based service for internet connection, but customers won't need to pay for access to send and receive messages on those three platforms. Standard SMS text messages, which use cellular networks, will not work. Delta said users won't be able to send photos and videos, likely because such content could slow down the data network.
- 3) **Order your business class meal in advance.** Business class may not be available for everyone, but when you have had the opportunity to fly in this class of service, have you ever waited for the flight attendant to come to your seat and advise that your preferred meal was no longer available? Delta will be rolling out the "preselect" option for meals for Delta One business class passengers on flights from Atlanta and New York. Those passengers will get an e-mail six days before their flight offering them the option to order their meals, followed up with a text message, according to Bauer. She said the airline has tested the option and said more than half of the customers in the test opened the e-mails and took part. Fortunately for those who don't have the opportunity to fly business class, the choice of food options will still be in your future. Delta said it also plans to begin in November handing out menu cards to economy class passengers on flights with multiple meals served.