MEMO

Subject: SkyConnect - New Delta Onboard Sales Device (M2)

We are excited to announce that starting next week, you will start seeing SkyConnect, the new onboard sales device on our Delta aircraft. You will notice that the user interface remains very similar to the device we are currently using. However you should see a vast improvement in the performance of the device itself. Another key feature is the addition of the FACTS app.

FACTS is an acronym for Flight Attendant Comment Tracking System, and it is available right from the SkyConnect device. Submit reports to help facilitate processes, procedures, and policies to ensure a positive experience for crew members and customers.

Flight Attendants can submit feedback regarding aircraft servicing/cleanliness and catering issues. The FACTS reports will go directly to Delta and we will see daily and weekly reports of the issues that have been reported. This direct reporting app will immensely improve your ability to communicate any and all issues specific to each leg of your trip.

We have published a very thorough SkyConnect User Guide which will go over the new device and its operation in great detail. Please feel free to use this guide to familiarize yourself with the device and to troubleshoot any issues you may encounter when using it. You can find the SkyConnect User Guide under the “Inflight Publications” folder on Comply365.

We will also have devices available for you to try out in crew rooms.

To get you started using the FACTS app, please see the following easy-to-follow FACTS App quick reference guide.

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Connect to Gogo Wi-Fi in flight or connect to a secure cellular or Wi-Fi network on the ground. Locate the FACTS tile on the secondary menu by swiping to the left on the screen.

Pin to Start by tapping and holding the FACTS tile. Tap “Pin to Start” from the menu that appears, if needed.

Launch FACTS by tapping the FACTS tile on your Start screen.

Log in to the FACTS app with your 9-digit PPR number and Deltanet password.

Enter Flight information including Crew Position, Flight Number, Flight Date and Departure City. Select “Continue.”

From the Categories list, select Aircraft Cleanliness & Servicing or Catering OnBoard Services. Do NOT select any other category.
Select a **Sub-Category**. Select all of the information that applies to your report.

Questions with a **STAR** are mandatory and will turn red if not completed.

Enter comments. Type up to 5,000 characters in the text box. You have 30 minutes to complete your report before the system becomes inactive.

To attach a picture or document, select **Browse**. Locate the attachment. Select “**Attach Doc**.” Attachment cannot exceed 4MB and may take a few minutes to upload depending on connection speed and bandwidth limitations.

Tap the **Submit** button one time and allow report to transmit. Tap **Home** to submit another report. To exit, tap the icon in the top-right corner above your name; then select **Log Out**.

**QUESTIONS?**

Contact your base leadership.

YOUR FACTS REPORTS HELP DRIVE IMPROVEMENTS. PLEASE SUBMIT YOURS TODAY!