SkyConnect
User Guide
version 1.0
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Introduction

The SkyConnect is a hand-held touchscreen device that Delta Connection flight attendants use to record on-board sales and complete reports to improve our customer and flight attendant experience.

Read this user guide thoroughly before using the SkyConnect to become familiar with its key features and how to access and interact with the apps that are vital to your success as a flight attendant.

The OnBoard Sales app optimizes in-flight sales through online and real-time payment authorization, which improves the service experience for both customers and flight attendants.

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

The actual SkyConnect device is the Microsoft Lumia 950, and it runs the Microsoft Windows Operating System.

The following features correspond to Figure 1 – SkyConnect Front:

1. Audio jack for card reader
2. Front camera
3. Earpiece
4. Second microphone
5. Light sensor
6. Volume up and down button
7. Power button
8. Camera button
9. Search button
10. Start button
11. Back button
12. Primary microphone
13. Charging port

Figure 1 – SkyConnect Front
The following features correspond to Figure 2 – SkyConnect Back:

14. Camera flash
15. Back camera
16. Loudspeaker
# Touchscreen Gestures

Table 1 - Touchscreen Gestures contains a list and illustration of each gesture that we will use to describe interaction with the SkyConnect.

<table>
<thead>
<tr>
<th>Name</th>
<th>Illustration</th>
<th>How to Do It</th>
<th>What It Does</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tap</td>
<td></td>
<td>Tap an on-screen element (tile, button, icon) once.</td>
<td>Launches the on-screen element that you tap</td>
</tr>
<tr>
<td>Double tap</td>
<td></td>
<td>Quickly tap an on-screen element twice.</td>
<td>Zooms in or out in stages and wakes the SkyConnect up from sleep mode</td>
</tr>
<tr>
<td>Tap + Hold</td>
<td></td>
<td>Tap an on-screen element and leave your finger on the screen until the desired action occurs.</td>
<td>Accesses a context-specific menu, similar to right-clicking with a mouse</td>
</tr>
<tr>
<td>Swipe</td>
<td></td>
<td>Quickly slide your finger in the opposite direction you want the screen to move.</td>
<td>Navigates among pages or screens</td>
</tr>
<tr>
<td>Drag</td>
<td></td>
<td>Tap an on-screen element and leave your finger on the screen. Then slide the element to the desired location.</td>
<td>Moves on-screen elements</td>
</tr>
</tbody>
</table>

Table 1 - Touchscreen Gestures
Microsoft Windows Mobile Operating System

If you are new to the Windows Phone or if you need a refresher, start with the basics in this section.

On-screen Buttons
You can do a lot with just a few buttons. The Start button (Start) is the center of gravity on your SkyConnect. Tap it to go back to your Start screen no matter where you are.

Tap the Back button (Back) to go back one screen. Tap and hold the Back button to show all of your open apps. From this view, you can also swipe down or tap the X in the top-right corner of an app to close the app.

Rearranging Tiles
You can rearrange the tiles on your Start screen for quick and easy access to the apps you use most.

To move a tile, perform the following steps:
1. Tap and hold the tile you want to move until it pops into the foreground.
2. Drag the tile to the desired location.
3. Tap the Start button to lock the tile configuration.

Note: If you rearrange a tile to a location where there is already a tile, the original tile will move out of the way. If there is no empty space, the SkyConnect will create a gap to make room for the tile.

Resizing Tiles
You can resize tiles to be three different shapes and sizes: small square, large square, and large rectangle.

To resize a tile, perform the following steps:
1. Tap and hold the tile you want to resize.
2. Tap the Resize icon (Resize) until the tile changes to the desired shape and size.
3. Tap the Start button to lock the tile configuration.
Unpinning Tiles
You can unpin tiles from the Start screen. This action does not uninstall the app from the SkyConnect.

To unpin a tile, perform the following steps:
1. Tap and hold the tile you want to unpin from the Start screen.
2. Tap the Unpin icon (🗑).
3. Tap the Start button to lock the tile configuration.

App List
From the Start screen, you’re only a swipe away from all the apps on your phone. Swipe left to access installed apps, set alarms, and find new things to pin.

Pinning Tiles
You can pin tiles from your App List to your Start screen.

To pin a tile, perform the following steps:
1. Tap and hold the tile or title you want to pin from the App List.
2. Tap the “pin to start” from the menu that appears.
3. The tile will now appear on your Start screen. Rearrange and resize the tile to fit your desired configuration.
Screenshot
If you need to take a screenshot of your screen, press the Power and the Volume Up buttons at the same time. The image will be saved to your photos.

To email a screenshot, complete the following steps:
1. Navigate to your Photos.
2. Tap and hold the screenshot you would like to email.
3. Tap “share...”
4. Tap Exchange ActiveSync.
5. Enter the email address to whom you would like to email.
6. Tap the Send icon.

Action Center
Swipe down from the top of your screen to open the Action Center. From here, you can see the date, **exact battery power percentage**, notifications, and quick access to the following options:
- Wi-Fi
- Airplane Mode
- Bluetooth
- Rotation Lock
- Brightness
- All Settings
OnBoard Sales

The OnBoard Sales app optimizes in-flight sales through online and real-time payment authorization, which improves the service experience for both customers and flight attendants.

To launch the OnBoard Sales app, tap the Sales tile on the Start screen.

If this is the first time you signing into the OnBoard Sales app or if you have recently changed your password, you must log in while connected to a secure Wi-Fi connection or the AT&T cellular network.

Once you are logged in, you can change users and flights on Gogo Wi-Fi.

If the OnBoard Sales app tile is not pinned to your Start screen, navigate to your App List and pin the tile to your Start screen. Refer to the Pinning Tiles section of the Introduction on page 6.

Note: Background synchronization of transactions and other key information requires the application to be pinned to your Start screen.
Quick Start

This section contains the processes on how to quickly get connected to the OnBoard Sales app while on the ground and in the air, as well as transmitting stored transactions once you land.

This Quick Start section assumes you are familiar with the OnBoard Sales icons and screens. To learn more about the icons, refer to the OnBoard Sales App Icons section on pages 12–14.

Connect on the Ground
If you are setting up a flight for sales while on the ground in the U.S., you may use the AT&T cellular connection or Wi-Fi in order to log in to the OnBoard Sales application.

If you are outside of the U.S., you may use a Wi-Fi connection or use the SkyConnect in offline mode.

Complete the following steps to get connected on the ground:

1. Press the Power button to turn on the SkyConnect.
2. Swipe the screen up.
3. Enter the six-digit password to unlock the screen.
4. Swipe down from the top of the screen to bring down the Action Center.
5. Turn Airplane mode off.
6. Turn Wi-Fi off.
7. Tap the Start button. The SkyConnect will now use AT&T cellular connection. It will show LTE (Or 4G or 3G) at the top-left of the screen.
8. Tap the OnBoard Sales tile.
9. Swipe down from the top of your screen to pull down the action center.
10. Tap Airplane Mode to turn on airplane mode.
Connect in the Air
If setting up a flight for sales while in the air, you will use the gogoinflight Wi-Fi connection (above 10K feet) if available.

Complete the following steps to get connected in the air:

1. Press the Power button to turn on the SkyConnect.
2. Swipe the screen up.
3. Enter the six-digit password to unlock the screen.
4. Swipe down from the top of the screen to bring down the Action Center.
5. Ensure Airplane Mode is on.
6. Tap the Wi-Fi tile to turn Wi-Fi on.

**Note:** On aircraft with no Wi-Fi, you do not need to turn on Wi-Fi.

7. The SkyConnect should connect to gogoinflight and will show its status as connected. If it does not connect to gogoinflight automatically, tap gogoinflight from the list of Wi-Fi networks.
8. Tap the Start button on the SkyConnect.
9. Attach the Rambler card reader, and ensure the volume is set between 27 and 30 (first try 27/30).
10. Tap the OnBoard Sales app.
11. At the completion of your flight, tap the Close Flight Session icon.
12. Tap the small home icon after reviewing your sales summary.
13. If you are working multiple legs, tap your next flight segment. If you are at the end of your rotation, tap the exit button to close the application completely.
Transmit Stored Transactions

In order to transmit stored transactions from the SkyConnect, you must complete the following steps:

1. Press the Power button to turn on the SkyConnect.
2. Swipe the screen up.
3. Enter the six-digit password to unlock the screen.
4. Swipe down from the top of the screen to bring down the Action Center.
5. Turn Airplane mode off.
6. Ensure your SkyConnect is connected either to AT&T or a secure Wi-Fi network.
7. Tap the OnBoard Sales app. Sign in if necessary.
8. Tap the Transmit Stored Transactions tile.
9. Tap the Refresh icon. This will transmit any stored transactions, eReceipts, and FPOC entries that may be on the SkyConnect.

**Note:** Use this step after all international flights or flights with no Wi-Fi upon return to the US.

10. At the completion of your flight, tap the close flight session icon.
11. Tap the exit button to close the application completely.

Alternate Method

To transmit stored transactions without having to log in to the app, complete the following steps:

1. From the Start screen, tap the OnBoard Sales app.
2. Without logging into the app, tap the Airplane icon to transmit the stored transactions.
3. Then tap the refresh icon.
The Rambler

To process credit and debit card sales, connect the Rambler card reader to the SkyConnect audio jack. The Rambler is designed to fit inside the protective case.

**Note:** The Rambler must be plugged into the SkyConnect. Ensure your volume is set between 27 and 30 (first try 27/30), before using the Rambler.

![Figure 6 – The Rambler](image)

**OnBoard Sales App Icons**

Table 2 – OnBoard Sales App Icons contains a list and image of each icon that you will encounter in the OnBoard Sales app.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>What It Does</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Add Icon" /></td>
<td>Add</td>
<td>Adds a new item to the list</td>
</tr>
<tr>
<td><img src="image" alt="Cancel Icon" /></td>
<td>Cancel</td>
<td>Cancels an action</td>
</tr>
<tr>
<td><img src="image" alt="Card Change Icon" /></td>
<td>Card Change</td>
<td>Starts a tab on a new card</td>
</tr>
<tr>
<td>Icon</td>
<td>Action</td>
<td></td>
</tr>
<tr>
<td>--------</td>
<td>-------------------------------</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Cart" /></td>
<td>Displays the current shopping cart</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Clear" /></td>
<td>Clears from the Refunds &amp; Receipts menu</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Comp" /></td>
<td>Marks an item as complimentary</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Currency" /></td>
<td>Allows you to change the currency that prices are displayed in</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Done" /></td>
<td>Completes the current action</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Edit" /></td>
<td>Allows you to select further actions, such as apply coupons, edit quantities, or delete items</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Email" /></td>
<td>Allows you to enter a customer’s email address to send an electronic receipt</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Exit" /></td>
<td>Exits the OnBoard Sales app</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Flash On" /></td>
<td>Designates that the flash is on for scan mode</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Flash Off" /></td>
<td>Designates that the flash is off for scan mode</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Home" /></td>
<td>Returns to the main menu</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Input" /></td>
<td>Allows you to manually enter a code when scanning is not available</td>
<td></td>
</tr>
<tr>
<td>Icon</td>
<td>Icon Description</td>
<td>Function</td>
</tr>
<tr>
<td>------</td>
<td>------------------</td>
<td>----------</td>
</tr>
<tr>
<td>More</td>
<td></td>
<td>Allows you to see the names of icons, as well as display more actions</td>
</tr>
<tr>
<td>Pay</td>
<td>$</td>
<td>Starts the sales process to accept payment information</td>
</tr>
<tr>
<td>Refresh</td>
<td>⌚️</td>
<td>Refreshes the data displayed on the current screen and is used to transmit stored transactions</td>
</tr>
<tr>
<td>Refund</td>
<td>$</td>
<td>Begins the refund process for a previous transaction</td>
</tr>
<tr>
<td>Remove</td>
<td>🗑️</td>
<td>Deletes the selected item</td>
</tr>
<tr>
<td>Scan</td>
<td>📸</td>
<td>Activates the camera to be used for scanning barcodes</td>
</tr>
<tr>
<td>Search</td>
<td>🔍</td>
<td>Launches the search function</td>
</tr>
<tr>
<td>Stored Trans</td>
<td>🚀</td>
<td>Transmits stored transactions without having to sign in to the app</td>
</tr>
<tr>
<td>Test Rambler</td>
<td>🚀</td>
<td>Tests the Rambler card reader for full functionality without having to sign in to the OnBoard Sales app</td>
</tr>
</tbody>
</table>

Table 2 – OnBoard Sales App Icons
Sign In

After you launch the OnBoard Sales app, sign in using your nine-digit Delta PPR number and your password.

Note: Only authorized flight attendants can sign into the application.

![Sign In Screen](image)

**Figure 7 – Sign In Screen**

Note: Only the last user who was successfully logged in to the application when connected to the Internet can log in to the application in offline mode.

If you have changed your password and subsequently log into the app, you will have to enter the new password in online mode. In offline mode, the old password will be accepted. If you were supposed to change your password because it’s been over 90 days and haven’t done so, you will have to change the password regardless of online or offline mode before signing in. You will receive a notification from the app to change your password.
Start a Flight Session

To set up a flight, complete the following steps:

1. Enter the flight number.
2. Enter the origin city code. When you start typing, a list of city codes will appear. Choose one, or finish typing the correct city code.
3. Enter the destination city code.
4. Enter the flight departure date. Tap the departure date field to choose a date from a calendar.
5. Ensure all of the details are correct. If the app does not recognize a city pair, it will display a menu of market types. Choose the appropriate market to display the correct menu.

**Note:** Sales, FPOCs, and Refunds are all processed by your flight details. Also, menus are populated and MyRewards points are calculated by these flight details.

6. Tap the Done icon.

![Figure 8 - Manual Entry](image)
Main Menu

The Main Menu (Figure 9 – Main Menu) appears once you have selected your flight. You can tap the tiles and swipe to navigate menus in order to access each function.

Tip:  
Swipe across the top of the screen to navigate left and right to avoid accidentally tapping unwanted items.

The Main Menu displays the current flight session details, your PPR number, and your flight market.

- **Cart**  
  Displays the products for the current transaction.

- **Refunds & Receipts**  
  Displays receipts of all previous transactions completed during the current flight session; used to refund or adjust sales or request an email receipt.

- **Notifications**  
  Although this tile is present, it is not active.

- **Products**  
  Displays a list of products, including EATS and seats, by category based on the flight selection.

- **Transmit Stored Transaction**  
  Allows you to transmit stored transactions.

- **Close Flight Session**  
  Ends the current flight session. Once you close a flight session, you must open a new flight session before conducting any further transactions.

![Figure 9 – Main Menu](Image)
Products
The Products menu displays the items available for sale on your flight by category.

To add items to your cart from the Products menu, complete the following steps:
1. Navigate to the Main Menu.
2. Tap the Products tile, and the Products menu will appear (Figure 10 - Products Menu).
3. Swipe right or left to navigate among the different product menus, including but not limited to the following menus depending on the flight:
   - Liquor
   - Beer
   - Wine
   - IFE
   - Eats
   - Snacks
   - BCRF
   - Delta Comfort+ Upgrades

4. Tap a product once to add it to the cart. Every time you tap a product, it will add one more to the cart.

   If you tap a product too many times, tap and hold the product to reset the cart count for that product back to zero.

**Note:** There is no Deny function on the SkyConnect. Delta tracks sell-outs on a routine basis and performs analyses on each flight over a month-long period. If a particular item sells out consistently, the provisioning ratio associated with that product and flight will automatically increase for the next month.

For this reason, it is imperative that flight attendants always sell items while logged into flight number with the correct city pair on the correct date.

**Delta Comfort+ Upgrades**
You now have the ability to sell Delta Comfort+ upgrades at 10,000 feet on all flights. Passengers may not move to their upgraded seat until the seat belt sign is extinguished. See the following page for exceptions.
If there is a delay, and final paperwork has been received, upgrades may be processed on the ground with Flight Deck permission. Delta Comfort+ upgrades will be available on a first come, first served basis.

Pricing is predetermined. Upgrades to Delta Comfort+ are offered on a first-come, first-served basis, regardless of member status. Flight attendants may not offer Delta Comfort+ seats as a customer service recovery tool. Delta Comfort+ upgrades may only be processed with a credit or debit card. Cash may not be accepted for Delta Comfort+ upgrades.

To prevent promising upgrades to too many customers or conflicting first come/first served promised upgrades, the Service Leader or Flight Leader will be responsible for Delta Comfort+ upgrades. During the ACS/IFS pre-flight huddle, ask the agent if they feel there will be seats available for upgrade.

**Note:** Advise customers that Delta Comfort+ upgrades are non-refundable.

To upgrade a customer to Delta Comfort+, complete the following steps:

1. Retrieve and turn on the SkyConnect at 10,000 feet.
2. Obtain a copy of the Departure Report or use the GST to determine available seat locations and counts.
3. Complete the Delta Comfort+ Manifest and leave open seats blank.
4. Make an announcement for upgrade opportunity.
5. Navigate to the Main Menu in the OnBoard Sales app.
6. Tap the Products tile.
7. Swipe left or right until you find the Delta Comfort+ menu.
8. Tap the Delta Comfort+ upgrade you would like to process.
9. Once an upgrade is processed, allow the customer to move to the upgraded seat once the seat belt sign is extinguished.
10. Assist the customer in finding room for his or her bags closer to the upgraded seat (if necessary).
Complimentary Delta Comfort+ upgrades cannot be processed on the SkyConnect. However, Delta Comfort+ upgrades may be processed during the check-in process.

**Note:** Delta Comfort+ prices are determined by the designated market associated to the city pair during the Flight Session build section. Be sure to sync your SkyConnect prior to beginning your flight to get updated pricing.

1. Swipe left or right until you find the Delta Comfort+ menu.
2. Tap the Delta Comfort+ upgrade you would like to process.
3. Once an upgrade is processed, allow the customer to move to the upgraded seat once the seat belt sign is extinguished.
4. Assist the customer in finding room for his or her bags closer to the upgraded seat (if necessary).

**Note:** Delta Comfort+ sales are non-refundable across all sales channels, including in flight. If a Delta Comfort+ sales are entered by accident or customers change their minds, they must contact Customer Care to request a refund.
Cart Overview
The Cart contains items your customer has ordered from the Products menu. The Cart allows you to process transactions, email receipts, process items as complimentary, edit the quantity, apply coupons, or cancel the current transaction entirely. To view the Cart Items screen (Figure 11 – Cart Items Screen), navigate to the Main Menu and tap the Cart icon.

![Cart Items Screen](image1)

Figure 11 – Cart Items Screen

Tap the More icon (…) to see the available options (Figure 12 – Cart Items More) in the main Cart Items screen.

![Cart Items More](image2)

Figure 12 – Cart Items More
To edit the amount of items in your cart (Figure 13 – Edit Amount), tap the plus (+) or minus (-) sign next to the product you want to increase or reduce.

**Delete Cart Items**

To delete items from your cart (Figure 14 – Delete Cart Items), complete the following steps:

1. In the Cart Items screen, tap the Edit icon.
2. Tap the empty box next to the item you want to delete.
3. Tap the Remove icon.
Comp Cart Items

Under some circumstances, you may comp products. For example, unaccompanied minors are entitled to one perishable and one non-perishable item each.

In order to comp a product, complete the following steps:

1. Tap the Edit icon, and the Edit actions will appear (Figure 15 – Comp Cart Item Screen).
2. Tap the empty box next to the product you want to comp.
3. Tap the Free icon to comp the cart item, and the Complimentary Reason Code screen will appear (Figure 16 – Complimentary Reason Code Screen).
4. Tap the appropriate Complimentary Reason Code.

Note: Do not comp EATS products to FC passengers or use them as service recovery. Do not record alcohol comps for FC, EC, or BE passengers.
Note: Only working crewmembers are entitled to one perishable item after all services are completed (except for ATL-HNL-ATL) and must be recorded in the SkyConnect as a Comp. Non-perishable EATS products are never complimentary to crewmembers.

Tip: Items not eligible to be marked as complimentary, such as BCRF items, will not be permitted by the application to be processed as such.

Once the product has registered as complimentary, the price changes to 0.00 (Figure 17 – 0.00).

5. Tap the Pay icon to complete the transaction.
Apply Coupons
To apply coupons, you can either scan a coupon or manually enter the coupon code.

To scan coupons, complete the following steps:
1. Tap the Edit icon.
2. Tap the empty box to the left of the item you want to apply the coupon to (Figure 18 – Apply Coupons).
3. To scan a coupon barcode, tap the Scan icon.

Note: Tap the flash icon to activate or deactivate the flash as needed. The device is able to scan 1D-3D barcodes, as well as QR codes.
4. Focus the camera on the coupon (Figure 19 - Scan Coupon) until the coupon number populates (Figure 20 - Scanned Barcode).

5. Tap the Done icon. The coupon icon will appear next to all items that have had coupons applied.

**Note:** See the following pages for steps to redeem digital voucher using the SkyConnect.
Like paper coupons and vouchers, you can either scan a digital voucher or manually enter the voucher code.

Delta’s Gold, Platinum, and Diamond Medallion customers can access vouchers on the “My Wallet” page within Delta.com or the Fly Delta app (iOS and Android).

On the customer’s personal (iOS or Android) device, in the Fly Delta app, complete the following steps:

1. Tap MY WALLET.
2. Tap the Vouchers tile to choose the digital drink voucher (Figure 21 – Vouchers Tile).
3. Tap the appropriate digital drink voucher requested by the customer (Figure 22 – Vouchers).

4. Tap Yes to confirm the customer is ready to use the selected voucher.

5. The appropriate voucher will appear with a description, expiration date, QR code, and manual voucher code.

Figure 21 – Vouchers Tile

Figure 22 – Vouchers
6. After ringing up the item in the OnBoard Sales app, scan the QR code to process the voucher (Figure 23 – Scan Code).

   **Note:** You can also enter the voucher code manually. The number is located below the QR code.

7. A confirmation screen will appear. Tap the Done icon. The coupon icon will appear next to all items that have had coupons applied.

8. After processing the voucher, on the customer’s personal device, the customer can tap Back or Done until they return to the Fly Delta app home screen. The customer can also close the app.

   **Figure 23 – Scan Code**
To manually enter coupons, complete the following steps:

1. Tap the Edit icon.

2. Tap the empty box to the left of the item you want to apply the coupon to (Figure 18 – Apply Coupons).

3. To enter the coupon number, tap the Input icon.

4. Enter the coupon numbers only (Figure 24 – Coupon Barcode Number).

5. Tap the Done icon. The coupon icon (💰) will appear next to all items that have had coupons applied.
Cancel an Order
In the event that you need to cancel an order, complete the following steps:

1. Tap the More icon.
2. Tap “Cancel Order.” (Figure 25 – Cancel Order)
3. You will return to the main menu to start a new transaction.

Figure 25 - Cancel Order
Start a Tab
To start a tab for a customer, complete the following steps:
1. Tap the More icon.
2. Tap “start a tab.” (Figure 26 – Start a Tab)
3. Enter the customer’s seat number (Figure 27 – Tab Seat Number).

Note: A valid credit or debit card must be used to open a tab. Enter payment information as requested.

Note: You must close out all tabs before closing out the flight.
Complete the Sale
Delta accepts the seven following card types for on-board purchases: American Express, China UnionPay (CUP), Diner’s Club, Discover, JCB, MasterCard, UATP, and Visa.

You may accept pre-paid gift cards as long as they have a logo of one of the approved cards Delta accepts for on-board purchases. Expiration date needs to be displayed.

Do not accept travel vouchers or meal vouchers issued by Delta.

To complete the sale, complete the following steps:
1. Tap the Pay icon.
2. Ensure the volume is set between 27 and 30 (first try 27/30).
3. Swipe the credit or debit card using the Rambler card reader (Figure 28 – Waiting for Card Swipe).

Figure 28 – Waiting for Card Swipe
Before you enter the card number manually, always ask for another card first.

Only use manual entry if the magnetic strip does not register and other cards are not available.

To enter the card information manually, complete the following steps:

1. From the Card screen, swipe left to the Manual screen (Figure 29 – Manual Card Entry Screen).
2. Enter the necessary information.
3. Tap the Done icon to complete the sale and validate the transaction.

Figure 29 – Manual Card Entry Screen
Customer signatures (Figure 30 – Signature) are only required for sales and refund transactions over $24.99.

Receipts
Once you click the Done icon, if the payment is approved, the receipt screen appears (Figure 31 – Receipt). At any point you can view a customer’s receipt by navigating to the Main Menu and tapping the Refunds & Receipts tile.

If customers change their minds or incorrect email addresses are entered, navigate to the Refunds & Receipts tile, locate the original transaction, and enter the correct email address.
You can email receipts to customers. To send an electronic receipt, complete the following steps:

1. Tap the Email icon.
2. Enter the customer’s email address (Figure 32 – Email Receipt).
3. Tap the Done icon.

After you have entered the email address, you will see an email confirmation message and an envelope icon on the receipt screen to indicate that the address has been captured.

**Note:** Passengers will not receive their receipts until you sync your device using Gogo or on the ground using Wi-Fi or the AT&T cellular network.

**Tip:** You can also use Refunds & Receipts to send a receipt to a customer after a transaction is completed. Find the previous transaction, and tap the email icon. Enter the customer’s email address to generate an electronic receipt.
Cash Sale
Delta is a cashless airline. However, we do accept cash for BCRF donations or BCRF partner products.

To see product pricing in other market currencies, tap the Currency icon, and select the desired currency from the list. This feature is only available in select markets.

**Note:** If a customer wants to purchase a non-cash item along with a cash item, you must split the payments into two separate transactions. The OnBoard Sales app does not allow partial cash transactions.

To process a cash transaction, complete the following steps:
1. Tap the Pay icon.
2. Swipe left to the Cash screen (Figure 33 – Cash Screen).
3. Enter the amount paid. The change due will appear if applicable.
4. Enter the customer seat information if change is due.
5. Tap the Done icon.

**Note:** Before the end of the flight, you must give the customer change due as required.
Refund
From the main menu screen, tap the Refunds & Receipts tile to display a list of all of the previous transactions completed during the current flight session (Figure 34 – Refunds & Receipts Screen).

![Figure 34 – Refunds & Receipts Screen]

To locate a transaction and process a refund, complete the following steps:

1. Tap the Search icon.

**Note:** From the screen that appears, select the transaction type from the following options:

- Credit Card Swipe
- Credit Card Manual
- Cash
- PAX Seat No. (FPOC only)
- Email

You can also scroll down to locate the relevant transaction for refund.
2. Tap the transaction. A summary of the transaction will appear (Figure 35 – Transaction Summary).

![Figure 35 – Transaction Summary](image)

3. Tap the Refund icon to process the refund (Figure 36 – Refund).

![Figure 36 – Refund](image)
4. Tap the empty box to the left of the item you want to refund (Figure 37 – Select Refund Item).

![Figure 37 – Select Refund Item](image)

5. Tap the Done icon.

6. Follow the on-screen prompts for Refund Reason Code and payment information.

**Note:** Refunds may only be processed using the SkyConnect originally used to process the sale and while logged into the current flight session.

**Tip:** You can also use Refunds & Receipts to send a receipt to a customer after a transaction is completed. Find the previous transaction, and tap the email icon. Enter the customer’s email address to generate an electronic receipt.
Transmit Stored Transactions

Before you attempt to transmit stored transactions, ensure airplane mode is off. Turn Wi-Fi off. Ensure the battery symbol in the top-right of your screen does not have the heart symbol in it. Stored transactions will not transmit while in battery saver mode.

In order to transmit stored transactions from the SkyConnect, you must complete the following steps:

1. Tap the Transmit Stored Transactions tile.
2. Tap the Refresh icon. This will transmit any stored transactions that may be on the SkyConnect.

   **Note:** Use this step after all international flights or flights with no Wi-Fi upon return to the US.

3. At the completion of your flight, tap the close flight session icon.
4. Tap the exit button to close the application completely.

**Note:** From the Start screen, you can tap the OnBoard Sales application, and without logging into the application, tap the Airplane icon to transmit the offline transactions, and then tap the refresh icon.
Notifications
New notifications will appear when you select your flight (Figure 38 – Notifications). Tap the OK button to validate reading the notification in order to continue.

![New Honeysuckle in First Class](image)

Figure 38 – Notifications

To view notifications once they have been viewed (Figure 39 – Viewed Notifications), navigate to the Main Menu, and tap the Notifications tile.

![Notifications](image)

Figure 39 – Viewed Notifications
Tap a notification tile to open and read it (Figure 40 – Open Notification). Messages previously read will be marked as such.

![Figure 40 – Open Notification](image)

Tap the Delete icon to delete the notification, or tap the X on the bottom of the screen to get out of the Notification displayed.

**Sales Summary**

To view the Sales Summary for your flight, complete the following steps:

1. Navigate to the Administrative menu.
2. Tap “Sales Summary.”

To email a copy to yourself, tap the Email icon at the bottom of the screen.
Close the Flight Session
Once you have completed all of the transactions for your flight, you must close the flight session.

Note: After you close a flight session, you must enter or re-enter flight segment information before starting any new transactions.

To close a flight session, complete the following steps:
1. Navigate to the Main Menu.
2. Tap the Close Flight Session tile.
3. Tap the Close Flight button.

![Figure 41 – Close Flight Session](image)
Exit the OnBoard Sales App
Once you have closed your flight at the end of your rotation, tap the Exit button to exit the OnBoard Sales app.

On the screen that appears (Figure 42 – Exit App), tap the Exit button to confirm your exit.

The next time you open the OnBoard Sales app while connected to the AT&T network or Wi-Fi, you will have to log in to the application. This allows you to receive the latest menu changes, price updates, and to load your flights one day prior and for the next five days.

Are you sure you want to exit this application?
You will not be able to resume this session once it’s closed.

Exit Cancel

Figure 42 – Exit App
Sales Menu

From the Main Menu, swipe left to access the Sales menu (Figure 43 – Sales Menu).

- **Change User**: Displays the screen that allows another flight attendant to perform sales.
- **Change flight**: Closes the current flight session and initiates a new one.
- **Change due**: Displays the change due for cash transactions completed during the flight.
- **About**: Displays the application version and other information.
- **Change market**: Allows you to change the Market in order to view correct menu items.
- **Change currency**: Allows you to change the currency used for sales.
- **Running tabs**: Allows you to view the list of active tabs and close or cancel tabs.
- **Session info**: Displays the screen to view OnBoard Sales app details.

Figure 43 – Sales Menu
About
To access the About screen, complete the following steps:
1. Navigate to the Sales menu.
2. Tap “About,” and the About screen (Screen 44 – About Screen) will appear.

Change Flight
Complete the following steps to change flight information for any reason during a session:
1. Navigate to the Sales menu.
2. Tap “Change flight.”
3. Close the flight.
4. Enter the flight details. (Refer to the Start a Flight Session section on page 16.)
5. Tap the Done icon.

Note: Changing the flight will close the current flight session and initiate a new session. Previous transactions completed under the old flight session will no longer be available to view.
Edit a Tab

Complete the following steps to edit a tab during the flight:

1. Navigate to the Sales menu.
2. Tap “Running tabs.”

On this screen, you have the ability to complete the following actions:

- **Edit tab** – Select the tab to edit, and add or remove products on that tab.
- **Close tab** – Select the tab to close, and it will be submitted for card processing.
- **Card change** – Select the tab, and tap the Card Change icon, and enter a new debit or credit card for payment.
- **Cancel tab** – Select the tab to cancel, and tap the cancel icon.

3. Select a tab to edit (Figure 45 – Edit a Tab).
4. Tap the Edit icon to add items to or remove items from that tab.
Administrative Menu

From the Sales menu, swipe left, or from the Main Menu, swipe right to access the Administrative menu (Figure 46 – Administrative Menu).

**Settings**  
Allows you to save your employee ID or to change the application theme color

**FPOC report**  
Displays the FPOC report for the current flight session and allows you to email a copy to yourself

**Device feedback**  
Allows you to send feedback regarding the SkyConnect directly to OnBoard Services

**Sales summary**  
Displays the flight sales summary and enables you to send a copy via email for your records

**FPOC**  
Launches the First Point of Contact function and displays previous FPOCs

**Test Rambler**  
Allows for diagnostic testing of rambler on Wi-Fi

Figure 46 – Administrative Menu
Start an FPOC
First Point of Contact (FPOC) gives flight attendants the opportunity to deliver courteous service recovery when a customer first raises an issue. This allows you to take ownership of the problem, improve our customers’ travel experience and view of Delta.

To initiate an FPOC report, complete the following steps:
1. Navigate to the Administrative menu.
2. Tap the FPOC tile.

From the screen that appears (Figure 47 – FPOC List Screen), you have the following two options: manual entry and automatic scan entry.

For manual entry, continue to step 3 on the following page. To scan a boarding pass, refer to page 54.
3. Tap the Add icon to create a new manual entry.
4. In the screen that appears (Figure 48 - Manual Customer Info), enter the customer information, including first and last names, seat number, and SkyMiles Member number, if applicable.

If the customer is not a SkyMiles member, enter the customer’s email address or full mailing address. The first and last names will already be populated from the previous screen.
To scan a customer’s boarding pass to initiate an FPOC report, complete the following steps:

1. Navigate to the Administrative menu.
2. Tap the FPOC tile.
3. Tap the Scan icon, and the Scan screen will appear (Figure 49 – Scan a Boarding Pass).

4. Hold the SkyConnect over the customer’s boarding pass. The app will automatically detect the barcode and scan the boarding pass, and the populated Customer Info screen will appear (Figure 50 – Scanned Customer Info).
Complete an FPOC
From the Customer Info screen, ensure all of the customer details are correct. To complete an FPOC report, complete the following steps:
1. Tap the Done icon.
2. Select the FPOC details (Figure 51 - FPOC Details).
3. Tap the Done icon to complete and display the FPOC summary screen (Figure 52 - FPOC Summary Screen).
4. Tap the Email icon to email a copy of the FPOC report to the customer.

Figure 51 – FPOC Details

Figure 52 – FPOC Summary Screen
Cancel an FPOC
To cancel a processed FPOC, complete the following steps:
1. Navigate to the Administrative menu.
2. Tap the FPOC tile.
3. Tap the FPOC you would like to cancel.
4. Tap the Remove icon, and a Deletion Confirmation screen will appear (Figure 53 – FPOC Deletion Confirmation).

Note: When attempting to delete a service recovery transaction that has already been completed, a deletion confirmation will appear.
Change User
In order to ensure sales are properly tracked, flight attendants can change users on the SkyConnect when necessary.

To change the user, complete the following steps:
1. Navigate to the Sales menu.
2. Tap the Change user icon, and the Change User screen will appear (Figure 54 – Change User).
3. Enter your Delta nine-digit PPR number.
4. Tap the Done icon.

![Figure 54 – Change User]
FACTS App

FACTS is an acronym for Flight Attendant Comment Tracking System, and it’s available right from the SkyConnect.

Submit reports to help facilitate processes, procedures, and policies to ensure a positive experience for crew members and customers.

If the FACTS app tile is not pinned to your Start screen, navigate to your App List and pin the tile to your Start screen. Refer to the Pinning Tiles section of the Introduction on page 6.
Using the FACTS App

1. 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.

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

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

4. 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 “Attch 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.
Troubleshooting

Follow the tips in this section to perform basic troubleshooting steps on your SkyConnect.

What if my device freezes or does not work/respond as expected?

Soft Reset (Restart)
Press and hold the Power and Volume Down buttons simultaneously for 10-15 seconds. Release after you feel the phone vibrate. The SkyConnect will reset to the manufacture date. Contact the SkyConnect Hotline (1-866-627-3724) if you encounter any issues with the SkyConnect apps after a soft reset.

Update Your SkyConnect Software
You may not be using the most current software for your device. To check if there is new software available for your device, on the start screen, swipe left, and tap Settings > phone update > check for updates.

Follow the prompts on your screen. The device will reset itself.

If device is still inoperative, call the SkyConnect Hotline at 1-866-627-3724 (inside the U.S.).
What if my Rambler isn’t reading credit cards?
Ensure the volume on the device is set between 27 and 30 (first try 27/30). If the Rambler is still not working, then enter the credit card number manually. If the manual entry works, but the Rambler doesn’t read credit cards after repeated attempts, complete the following steps to run the enhanced rambler test:

1. Connect to Wi-Fi.
2. Log into OnBoard Sales app.
3. Select/create a flight.
4. Navigate to the Administrative menu.
5. Tap the Test Rambler tile.
7. Swipe any available credit/debit card to run test (no charges will be applied to card).

If test returns message “Rambler can read card successfully,” then the rambler is functional. If any other message appears indicating an error, call the SkyConnect Hotline at 1-866-627-3724 (inside the U.S.).

How can I recover my SkyConnect if it goes missing?
To report your SkyConnect lost, stolen, or defective, please contact the SkyConnect Hotline at 1-866-627-3724 (inside the U.S.).

How can I make sure I’m connected to Gogo?
Swipe down to access the Action Center and turn on Wi-Fi. The SkyConnect will show “connected” underneath “gogoinflight.” If it does not connect to gogoinflight automatically, tap gogoinflight from the list of Wi-Fi networks to initiate a connection.
How do I transmit sales that are stored on my SkyConnect?
See Transmit Stored Transactions on page 43.

I can't log into the OnBoard Sales app.
If you have changed your password, enter the new password in online mode. Ensure your device is connected either to AT&T or to a Wi-Fi network.

In offline mode, the old password will be accepted.

If you were supposed to change your password because it has been more than 90 days without a password change, you will have to change the password regardless of online or offline mode before signing in.

Where do I get a replacement case, charger, Rambler, etc.?
If accessories are lost, damaged, or defective, call the SkyConnect Hotline at 1-866-627-3724 (inside the U.S.).

How can I get the OnBoard Sales app to display updated menu products and prices?
While in the app, close your flight and then exit the app.

Sign back in to the OnBoard Sales app while connected to either Wi-Fi or the AT&T cellular network.
How can I save battery power while not using device?
Close all running apps, and place the device in sleep mode.

Your SkyConnect will power on when it is plugged in for charging. If you are not going to use the SkyConnect immediately, power off the device after you charge it to conserve battery.

To turn on Battery Saver Mode, complete the following steps:
1. Navigate to All Settings.
2. Scroll down to Battery Saver.
3. Tap Battery Saver.
4. Tap the Battery Saver Switch.
5. Choose “when battery is low.”

Who do I contact for help?
If there is a problem with the SkyConnect, call the SkyConnect Hotline at 1-866-627-3724 (inside the U.S.).

What if I can’t remember my SkyConnect password?
After six failed attempts to unlock your SkyConnect, it will be reset to factory settings, and you will lose all of your data.

After three unsuccessful attempts, call the SkyConnect Hotline at 1-866-627-3724 (inside the U.S.) to reset your SkyConnect password.
## Record of Revisions

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