



## Instructions.

## FedEx Retiree Travel Forms To Request Fare Quotes, Airline Tickets and Other

For Fare Quotes – please fill out Form Q in this package (allow 48 business hours for a response). There is no charge to email Form Q.

- Fare Quotes can be given over the phone for \$24 service fee.
  - Fare Quote requests that result in a new ticket on the same phone call – will only be charged the one \$24 service fee.
  - Fare Quotes are not required to fill out a travel request form.
1. Ticket Processing - Complete Form R and email it to [GTPER@FEDEX.COM](mailto:GTPER@FEDEX.COM) . Failure to completely fill out the request form will result in the form being returned and will delay processing of your request.
    - You will be listed on the flights at the time of booking. Dates and flight numbers must be correct.
    - List of eligible airlines is found below.
    - Airline flight time information can be found on the airline's website.
    - Please send a separate email with your Credit Card CVV number to:
  2. Changes to your flight time or dates
    - Changes within 24 hours please call our office at 901-375-6000. There is no additional service fee charge for "same day" changes as a result of being bumped off of a flight.
    - Changes past 24 hours submit the change request form.
  3. Call the Global Travel Department (901) 375-6000 and follow the prompts for "Personal Travel" (prompt 4) for any questions regarding personal travel. Please be sure to press (prompt 4). Personal travel requests that come in on another prompt will be re-routed back to the Personal Travel prompt.

## **List of Airlines**

- Alaska
- Allegiant
- American
- Azul Linhas
- Cathay Pacific
- Delta
- Dragon air
- Emirates
- Etihad
- Frontier
- Hawaiian
- Porter
- Ravn
- Southwest
- Spirit
- Sun country
- United
- WestJet
- Iceland air
- Jet Blue

**Please allow up to 24-48 business hours for your request to be processed.**

## **FedEx Interline Travel Code of Conduct and Dress Code**

Standby personal travel is for the FedEx Corporate, FedEx Services, and FedEx Express eligible retirees.

The number one rule when flying using "interline standby" tickets is to make sure you have your FedEx ID. In addition, a government-issued ID is required by TSA and all airlines prior to check-in. If you use your driver's license as a government ID, keep in mind that as of October 1st, 2021 a new license with a yellow star is required in the upper right-hand corner of the driver's license. I am aware that I should have my FedEx ID with me at all times when using a discount offered to FedEx retirees.

1. Standby means **SPACE AVAILABLE**. I understand that when traveling on a space available ticket, I may not be boarded on the flight of my choice or any flight on a given day.
2. Reservations are not allowed with standby tickets. I am aware that when traveling on a personal standby ticket, I cannot make a reservation with the airline and then present a space available ticket.
3. I am aware that if a reservation is made in my name, the airline will not allow me to use my standby ticket, and I will have to purchase a full fare ticket for my trip.
4. Service charge tickets are tickets purchased at a flat fee regardless of the origin or destination.
5. The airlines require a certain dress code to travel on a discounted ticket. Following is a list of clothing items deemed **unacceptable** when traveling with a discounted ticket.

- Tennis Shoes
- Denim fabric/jeans
- T-shirts/Tank Tops
- Sweats/Jogging Suits
- Sheer/Strapless or spaghetti strap tops or dresses
- Ski/All-Weather Jackets
- Shirts with no collars
- Shorts/Cut Offs
- Mini Skirts
- Sandals/Thongs

6. I acknowledge the interline dress code.
7. I understand that if a problem arises while traveling, I must contact FedEx GLOBAL TRAVEL.
8. I acknowledge that my eligible family members must abide by the appropriate rules and procedures, including dress code and the use of GLOBAL TRAVEL to resolve travel problems.
9. I acknowledge responsibility for the actions of my dependents even when they are traveling on interline benefits without me.
10. I have reviewed the rules and regulations with my family members.
11. I acknowledge that the personal travel request form is a company document and falsification of the information provided could result in disciplinary action and forfeiture of travel benefits.
12. I understand that while traveling on a personal discounted ticket, I am to be professional, polite and courteous at all times with the airline personnel serving me.
13. FedEx retirees should never confront or argue with an airline employee at the ticket counter, at the departure gate or on the aircraft. Even if you are mistreated by an airline employee while traveling on a personal standby ticket, your only recourse is to report the incident to FedEx GLOBAL TRAVEL.

### **Remember to List for Standby Personal Travel**

\*\*Arrive at the airport at least **2** hours before your flight departure time. Also, remember to read and follow the **Personal Travel** dress and conduct codes. \*\*

It is important to arrive early and properly dressed when flying standby. Check out our personal travel reminders.

### **Security and Security Document Requirements**

- FedEx retirees must present both a government-issued ID (e.g. driver's license with a yellow star in the upper right-hand corner effective October 1, 2021) and your FedEx issued photo ID badge when traveling on an interline discounted ticket. Dependents of FedEx retirees of legal driving age or older must have a Government-issued ID.

Unaccompanied Minors - Unaccompanied minors are not allowed to travel on interline, stand-by tickets. When using interline tickets, all minors must be traveling with an adult.

When you travel standby, don't forget -- you and/or your family members **MUST** list with the airline before you travel. However, you may not list more than seven (7) days before your trip for most airlines.

To list, call the carrier's toll-free number or the special listing number for carriers such as American, American Eagle.

Other listing telephone numbers can be found on the Internet.

**\* Passengers traveling roundtrip are required to list for both directions of your trip.\***

### **Airline Special Listing Number**

American Airlines

1. American Airlines recommends that you access <http://www.aa.com/> for flight schedule information prior to calling. Once your listing is completed, you will be given a PNR record 1-888-933-5922, Option 3 locator number (confirmation number) that you must have at the time of check-in.

2. Please adhere to proper dress code rules and luggage restrictions. Remember that all travel is space available.

Meanwhile, be sure to:

1. Call to list for flights after 7 p.m. and before 7 a.m., during the airline's non-peak hours.

2. Do not list more than once for a flight.

3. Keep your record locator number, if provided one. If you change flights, give the reservation agent your record locator number, so changes can be made using the same record.

4. If you need to request a refund for unused tickets, please return all unused tickets to:

**Global Travel Attention Refund Dept**

3875 Airways Blvd., Bldg. H, 2nd Floor

Memphis, TN 38116

*\*\* Not all airlines offer refunds. \*\**

Still have questions about our interline agreements? Please complete the fare quote travel request form and send it to our Personal Travel team at the Global Travel office.

### **Personal Travel Standby Reminders**

- Please remember that you are not holding a confirmed ticket; you are flying standby (on the connection flights as well) and will not get on the flight if seats are not available.
- Please remember that airlines are using smaller regional jets. There are fewer if any, standby seats available. Some airlines are also cutting the number of flights they fly.
- Make sure that you choose the correct airline before purchasing a ticket. Not all personal travel tickets are refundable and the \$24 per ticket service charge is never refunded.
- Check the airline departure schedule in advance.
- Please call the airline 24 hours in advance to list yourself as a standby passenger for the flight.
- Check-in 90 - 120 minutes prior to departure. Please have a back-up plan in case you don't get on your desired flight.
- Checked luggage will get with the flight regardless of your passenger status.
- Please follow the dress code exactly as published. Failure to do so may result in the airline refusing to allow you to board. This policy is applicable for all travelers using interline discounts - including children.
- Understand the airline's payment policy (credit card or money order) before submitting your ticket request.
- Please ensure all travelers are listed on the personal travel request form when submitted for processing.
- You must be courteous and patient with airline employees. The airlines will report any inappropriate behavior or conduct to FedEx Security. Violations may result in disciplinary action including revocation of personal travel benefits.
- Standby tickets are only good for 90 days from the date of issuance. If they aren't used within this time frame or a refund has not been requested (for those airlines offering a refund), they will expire and become invalid.