



Jeem Travel Quick Start Reference Guide

Edit your Profile

Prior to booking travel or services, we recommended you update your profile.

1. Log in to Deem.
2. Click the **Go to Profile** link in the right navigator bar of the Home page, or on your name in the upper right corner of the page and then select **Profile** from the drop down list.
3. Click **Edit** next to **Contact details**, update your **Business** and/or **Home address** and click **Save**. To edit your **Payment methods**, **Delegates**, or **Travel references**, please see the following sections of this guide.

Add Payment Methods

Add multiple credit cards if needed.

1. Log in to Deem.
2. Click the **Go to Profile** link in the right navigator bar of the Home page, or on your name in the upper right corner of the page and then select **Profile** from the drop down list.
3. In the top section of the page, click **Add** next to **Payment cards**, enter the required information and click **Save**.

Add or Become a Delegate

A delegate has access to another employee's account and can book services on their behalf. Not all companies enable delegate functionality on their site.

1. Log in to Deem.
2. Click the **Go to Profile** link in the right navigator bar of the Home page, or on your name in the upper right corner of the page and then select **Profile** from the drop down list.
3. In the top section of the page, click **Add** next to **Delegates**.
4. Click **Become a Delegate** or **Add a Delegate**.
5. Enter the person's name or email address and click **Search**.
6. Select the name of the person you wish to add and click **Select**.

Edit your Travel Preferences

Your travel preferences include information such as your home airport, seat preferences, preferred airlines or hotels, rental car preference and much more. Your preferences are the default when booking travel.

1. Log in to Deem
2. Click the **Go to Profile** link in the right navigator bar of the Home page, or on your name in the upper right corner of the page and then select **Profile** from the drop down list.
3. Click **Travel Preferences** link found under Preferences.
4. Enter your travel preferences and click **Save**.

Download Deem Mobile App

The mobile application provides one-click access to your upcoming travel reservations, travel details and weather. You can book travel from your mobile device. Not all companies make the Deem Travel Mobile App available.

1. Log in to Deem.
2. Click the **Download it now** link in the right navigator bar of the Home page, or on your name in the upper right corner of the page and then select **Mobile** from the drop down list.
3. Click **Activate** next to type of phone you have.
4. *Then, on your mobile device:*
 - a. Click the link in the SMS text message.
 - b. Enter your **PIN** and **mobile device number** to start using the Deem Travel Mobile App.

Book a Flight

1. Log in to Deem.
2. From the Deem Home page, enter your **From** and **To** airports / cities, select your **Leave** and **Return** dates and times. Click **Search**. For Multi-City, One-way, different Classes / Fare types, click on the **More search options** link.
3. View the results by **Company Policy**, **Cost**, **Departure**, **Arrival**, or **Duration**. Click the **Select** button to choose departure and return flights.
4. Review the trip details and either place the reservation on hold by clicking the **Hold this trip** button or purchase it by clicking **Continue**. Hold functionality is not available by all companies.
5. Review the **Purchase Trip** page and click **Purchase** to complete the reservation.

Book just a Hotel

1. Log in to Deem.
2. Either select **Hotel** under the **Travel** tab or select the **Hotel** checkbox. Deselect the defaulted flight and / or car rental if appropriate.
3. Enter the **Airport** or **Station** or **City**, select your **Check-in** and **Check-out** dates, and click **Search**.
4. View the results, click **See room rates** for the desired hotel (or click the name of the hotel) and click **Select** to choose desired room type / rate.
5. Either place the reservation on hold by clicking the **Hold this trip** button or purchase it by clicking **Continue**. Hold functionality is not available by all companies.
6. Review the **Purchase Trip** page, enter any missing information and click **Purchase** to complete the reservation.

Book a Rental Car

1. Log in to Deem.
7. Either select **Car rental** under the **Travel** tab or select the **Car Rental** checkbox. Deselect the defaulted flight and / or hotel if appropriate.
8. Enter the pick-up and drop-off **Airport**, **Station**, or **Addresses**, select your dates, and click **Search**.
2. Select desired **Car Type**, enter your Pick-up and Drop-off **Locations**, select your **Dates** and **Times** and click **Search**.
3. View the results and **Select** the desired car company and rate.
4. Either place the reservation on hold by clicking the **Hold this trip** button or purchase it by clicking **Continue**. Hold functionality is not available by all companies
5. Review the **Purchase Trip** page and click **Purchase** to complete the reservation.

Booking a Trip with Flight / Hotel / Rental Car

Use this to simplify the process of separately booking a flight, hotel and car.

1. Log in to Deem.
2. Enter your **Flight** info, click the checkboxes for **Add a Hotel** and **Add a Rental Car** and click **Search**.
3. Deem will guide you through the process of booking the trip.



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Change, Add To or Cancel a Trip

This feature may not be available for all services (air, hotel, rental car).

1. Log in to Deem.
2. Identify the trip to modify/change in the **Upcoming Reservations** section of the Deem home page.
3. Click on the trip to expand it.
4. Look for **Travel Tools** on the right side of the page and click on **View details**.
5. To change, add to or cancel part of the trip, click on **Change this trip**.
 - To change the trip, Deem will guide you through the change. After adding to or changing the flight segments, hotel and car reservations, click **Purchase**.
 - To cancel your trip, click on **Cancel this trip**. The cancellation cost displays before you make the final decision.

Book Again

This feature simplifies the booking process, using details from previous trips. Not all sites have the Book Again feature enabled.

1. Log in to Deem.
2. Identify the trip to duplicate in the **Upcoming Reservations** or **View Archive** section of the Deem home page.
3. Click on the trip to expand it.
4. Look for **Travel Tools** on the right side of the page and click on **Book again**.
5. Select whether to **User your original trip** or **Modify your trip** and click **Continue**.
6. Deem will guide you through the process of booking the trip.

Book Airport Parking

1. Log in to Deem.
2. To add a stand-alone airport parking reservation, choose **Airport Parking** under the **Travel** tab. To add airport parking to an existing reservation, under **Upcoming Reservations** click on an existing trip and click **Airport Parking** on the right side of the page.
3. Select your **Airport, Dates** and **Times** and click on **Search**.
4. View the results and **Select** a parking location.
5. Read the cancellation and change information, add notification requests (strongly recommended) and click **Purchase**.
6. IMPORTANT! Print out your Airport Parking receipt. It will be required as proof of purchase.

Book Car Service

1. Log in to Deem.
 2. To add a stand-alone car service reservation, choose **Car Service** under the **Travel** tab. To add car service to an existing reservation, under **Upcoming Reservations** click on an existing trip and click **Car Service** on the right side of the page.
 3. Enter **Pick-up location, Drop-off location** – provide information requested in the popup.
 4. **Enter Date, Time**, and click **Continue**.
 5. Select the car service provider.
 6. Confirm reservation details and click **Reserve Now**.
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