



DEEM TRAVEL

QUICK START REFERENCE GUIDE

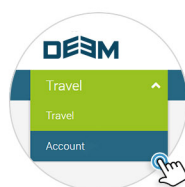
Hint:

Once logged into Deem, Help is just a click away – select the **Need Help?** icon at the bottom of every page for step-by-step guidance on everything in this guide.

EDIT YOUR ACCOUNT PROFILE

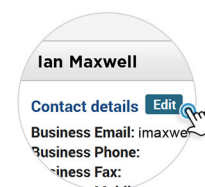
Review and update your account profile prior to booking travel on your desktop or via mobile:

- 1 Hover over the **Travel** tab and select **Account** from the menu.



- 2 Click **Edit** next to Contact details to update your Business and/or Home address and click **Save**.

- 3 Review the following sections for editing Delegates, Travel Preferences, and Payment methods.

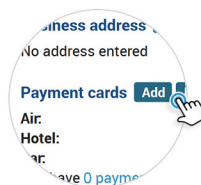


ADD PAYMENT METHODS

Add multiple credit cards if needed.

- 1 Hover over the **Travel** tab and select **Account** from the menu.

- 2 Click **Add** next to **Payment cards**.



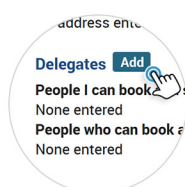
- 3 Enter the required payment card information and click **Save**.

ADD OR BECOME A DELEGATE

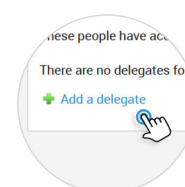
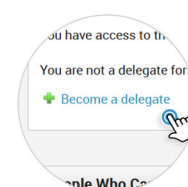
A delegate has access to another employee's account and can book services on their behalf.

- 1 Hover over the **Travel** tab and select **Account** from the menu.

- 2 Click **Add** next to **Delegates** to display the Delegate Access page.



- 3 Click **Become** a delegate or **Add** a delegate.



- 4 **Search** by name or email address..

- 5 Locate the person you wish to add and click **Select**.

EDIT YOUR TRAVEL PREFERENCES

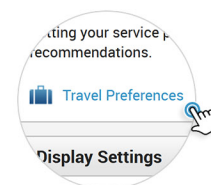
Update this section to set your home airport, seat preferences, air / hotel / rental car membership numbers, special requests, and travel documents.

Your preferences are the default when booking travel.

- 1 Hover over the **Travel** tab and select **Account** from the menu.

- 2 Click the **Travel Preferences** link in the **Preferences** section.

- 3 Enter your travel preferences and click **Save**.





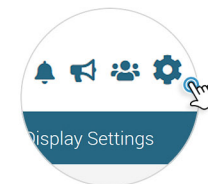
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HOME PAGE ICONS

Hover over these icons for additional actions:

- Bell:** system alerts or expiring profile information.
- Megaphone:** display Company Information and Resources.
- People:** if present, use the **Start Assisting** icon to book travel on behalf of another employee (see **Add or Become a Delegate**).
- Cog:** Access your **Account** profile or close/exit your session.



DEEM MOBILE APP DOWNLOAD

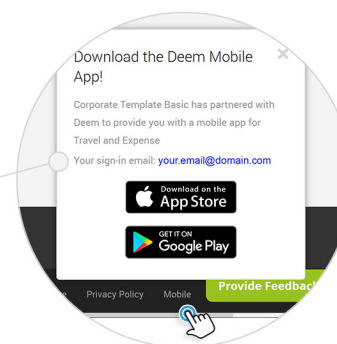
The mobile application provides one-click access to your upcoming travel reservations, travel details, weather, and booking travel from your device.

Note: Not all companies enable the Deem Travel Mobile App.

- Go to your mobile device:
 - Download the Deem Travel Mobile App.
 - Log in to the Deem Mobile App using the email address from the pop-up on your desktop.
 - Use the same password as your desktop login.

- Click the **Mobile** link at the bottom of the Home Page.

- Make note of **your sign-in email** on the pop-up; this is used on the Mobile App.



Hint: update Account Profile information on the web version prior to using the mobile app.

Note: log in to your Deem site with your username and password to complete the following actions on the **Trip Planner** page:

BOOK A FLIGHT

- In the Flight section, enter your **From** and **To** airports, departure and return dates, and desired flight times.

Hint: Select the Multi-Destination button or One-Way link to book these types of trips.

Hint: Use the **More Search Options** link for additional Cabin Classes or Fare types
- Click **Search**
- Use the **Filters** on the flight search results page to refine the options by Stops, Airline(s), Flight Times, Nearby Airports, Fare Tier, or Policy.
- Click the **Select** button to choose departure and return flights.
- Review the trip details and either place the reservation on hold by clicking the **Hold this trip** button* or purchase it by clicking **Continue**.
- Review the **Purchase Trip** page and click **Purchase** to complete the reservation.

***Note:** Not all companies enable Hold functionality



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BOOK A RENTAL CAR

- 1 Click **X** in the corner of the **Flight** and **Hotel** sections to remove these from the search.
- 2 Enter the **pick-up** and **drop-off** Airport, Station or Address, select your dates, and click **Search**.
- 3 View the results and **Select** the desired Rental Car and rate.
- 4 Either place the reservation on hold by clicking the **Hold this trip*** button or purchase by clicking **Continue**.
- 5 Review the **Purchase Trip** page and click **Purchase** to complete the reservation.

BOOK A HOTEL ONLY

- 1 Click **X** in the corner of the **Flight** and **Rental Car** sections to remove these from the search.
- 2 Search for a hotel by entering an Address, Airport, City, Hotel Name, or Reference Point.
- 3 Select your **Check-in** and **Check-out** dates and click **Search**.
- 4 Use the buttons above the map to sort results by Distance, Brand, and other options to **Refine Your Search**.
- 5 Click a Hotel Name to view Rooms & Rates, Hotel Details, Reviews, and Photos.
- 6 Navigate to the rooms tab, locate your desired room, review the cancellation policy, then click **Select**.
- 7 Either place the reservation on hold* or purchase it by clicking **Continue**.
- 8 Review the **Purchase Trip** page, enter any missing information and click **Purchase** to complete the reservation.

BOOK A TRIP WITH FLIGHT + HOTEL + CAR RENTAL

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

- 1 With Flight, Hotel, and Car Rental options expanded on the **Trip Planner** page, enter your **Flight** search criteria.
- 2 Deem will match Hotel and Car Rental search options based on your flight search.
- 3 Click **Search** and allow the system to guide you through the process of booking each element of the trip.

CHANGE, MODIFY OR CANCEL A TRIP

This feature may not be available for all services.

- 1 Click the **Reservations** tab to display your upcoming trips.
- 2 Click the upcoming trip to expand the trip information.
- 3 Click the **View Details** link on the bottom right side of the section.
- 4 When changing part of the trip, select the **Change** link below the trip element (Flight, Hotel, or Rental Car).
Alternatively, select **+Add Flights**, **+Add Hotel** or **+Add Rental Car** to add a new itinerary element to your trip.
- 5 The system guides you through the change. After adding or changing a segment, review the reservation and click the **Purchase** button.
- 6 To cancel an entire trip, click **Cancel Trip** link. This will cancel all elements (Flight, Hotel, and/or Rental Car). The cancelation cost displays before you make the final decision.

***Note:** Not all companies enable Hold functionality