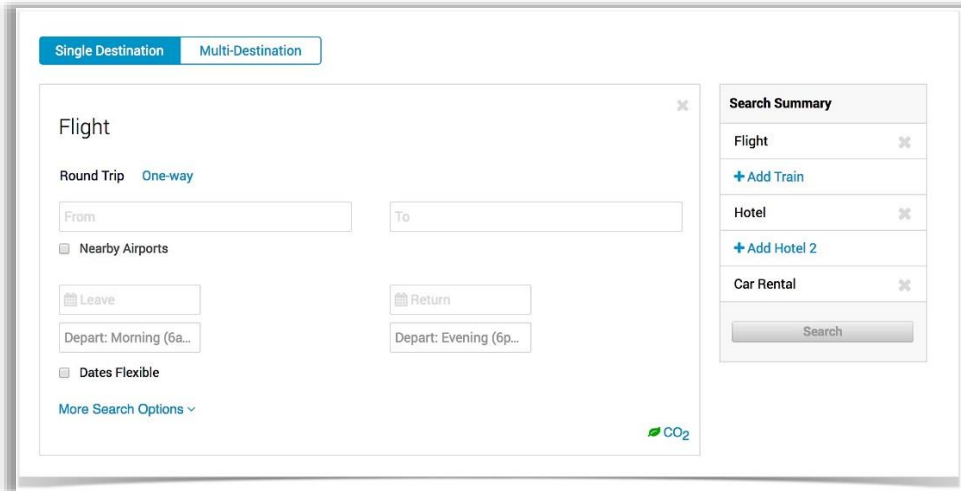


Choosing Travel Services



TIP:

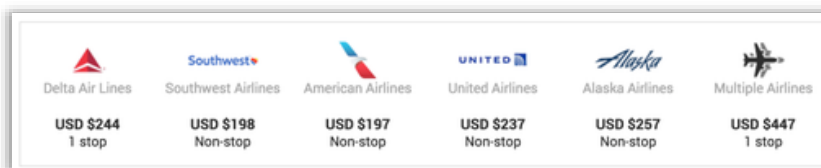
To save time, we recommend that you search for a flight first, before searching for a hotel or car rental. Use the "X" in the **Search Summary** box to remove component from initial search.

To add multiple hotels to a single trip, click **+Add Hotel** in **Search Summary** box. Deem will have you search and select one hotel before moving on to second hotel.

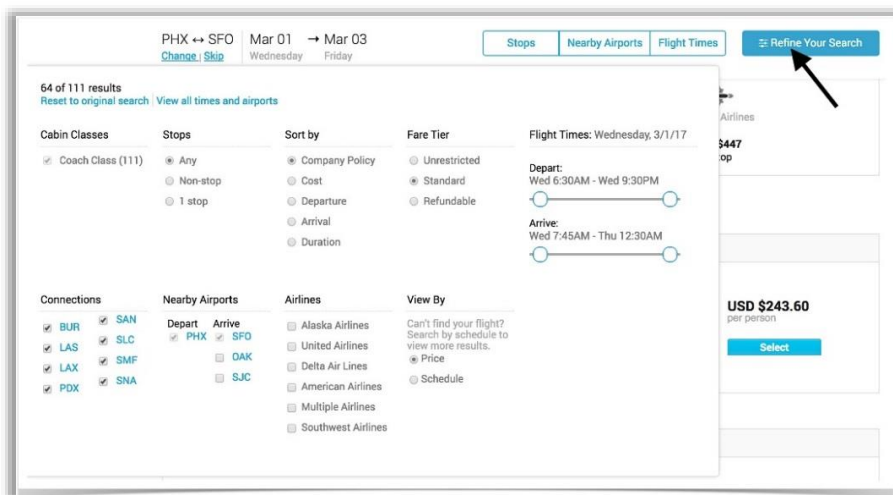
Refining Your Search

The matrix at the top of the page can be used to fine tune the search results:

- From the flight results matrix, click a particular carrier icon to display only results for that airline.



- To filter flight results by stops, click the **Stops** tab and select the radio button next to the number of stops.
- To adjust and view nearby airports, click the **Nearby Airports** tab and click the radio button next to the airports.
- Click the **Flight Time** tab and change your flight times for departing and arriving to see the results by specific times, then drag each knob in the slider to set the time range.
- Click the **Refine Your Search** tab at any time to refine and filter your search results



TIP:

To collapse the "Refine" window, click the **Refine Your Search** tab or click anywhere outside the "Refine" window.

Flight Results

After refining your search, the list of flights displays, scroll down to review flight details. To select a flight, click the **Select** button.

PHX ↔ SFO Mar 01 → Mar 03
Change | Skip Wednesday Friday

Stops Nearby Airports Flight Times Refine Your Search

\$274 Standard \$734 Unrestricted

Delta Air Lines 2266 - **PREFERRED \$200 PENALTY NON-REFUNDABLE** USD \$273.60 per person

PHX 7:45 PM → 1 stop Total 4h 47m → SFO 11:32 PM
Phoenix, AZ San Francisco, CA Seat Map Coach **Select**

View Stops

\$198 Standard \$407 Refundable \$420 Unrestricted

Southwest Airlines 1533 - Anytime **PREFERRED REFUNDABLE** USD \$406.18 per person

PHX 7:00 AM → 2h 5m → SFO 8:05 AM
Phoenix, AZ San Francisco, CA Coach **Select**

\$198 Standard \$407 Refundable \$420 Unrestricted

Southwest Airlines 3816 - Web-only Wanna Get Away **PREFERRED NON-REFUNDABLE** USD \$197.90 per person

Adding and Reviewing Hotels and Car Rentals

If you haven't already added a hotel or car rental, click the **Add a Hotel reservation to this trip** or **Add a Car Rental to this trip** link at the top of the "Review Trip" page.

For each hotel, click the **Hotel Details** link under the hotel description to see more information. For room and rate details, click the **Room/Rate details** link. You can also click **See All Rooms at this Hotel** and **See all Hotels** in the right column under Tools.

For each car rental, click the **Mileage and rates** link to see details about car rental mileage and rates. For rental details and rules, click the **Car Rental details/rules** link. You can also click **See All Cars** in the right column under Tools.

The Trip Cost Summary

The Trip Cost Summary follows you throughout the page on the right-hand side. It shows the purchases you need to pay for today, and the reservations you need to pay for at the end of your trip. Hover your pointer over the amounts and the Taxes and Fees display in a pop up window.

Starting Over or Changing the Trip

You can click the **Change** link at the top of the "Review Trip" page or click the **Change Flight**, **Change Hotel** or **Change Car Rental** links located at the bottom of each segment details to either:

- Start over, which resets the trip search fields, or
- Change your trip, which lets you make changes to the existing reservation.

Click **Continue** to continue to the Purchase page to finalize the booking process and submit trip for processing.

TIP:

Hover mouse over icons to display more information:

Rules and Restrictions:

USD \$273.60

Rules and Restrictions: The air ticket must be purchased 14 day(s) in advance. The air ticket has a change fee of USD \$200.00. The air ticket is non-refundable.

Purchase By: Wed Feb 15 23:59:00 PST 2017

Checked Baggage Fees:

USD \$273.60

Checked Baggage Fees

Baggage fees vary depending on your fare class, frequent flyer status, or destination. These fees are not included in the total cost of your trip and are collected by the airline at the time of check-in.

Delta Air Lines

Checked bags	Fee
First	USD \$25
Second	USD \$40
Third	USD \$125
Fourth - tenth / per piece	USD \$200

Overweight bag

51-70 lbs	USD \$90 / per piece
71-100 lbs	USD \$175 / per piece

Oversize Bag (L + W + H)

63-80 in	USD \$175 / per piece
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Out of Policy:

USD \$733.60

Less expensive airfares are available. (Based on estimated fare for this selection)

Unused Ticket:

USD \$148

You have an unused ticket valued at approximately USD \$100. This ticket may be applied towards the purchase of your next ticket.

Original Ticket Price: USD \$148

Unused Ticket: USD \$100

New Ticket Price: USD \$49

Miscellaneous

- **Account Locked** - Should you receive an “Account Locked” message due to multiple log-in attempts with incorrect password, wait 60 seconds. The temporary lock will automatically disengage to allow you to try again.
- **Forgot Password / Password Reset** - The “Forgot Password” link will only work with a correct Username or Corporate Email (the email used in your traveler profile). The option for Employee ID box is not operational for Blue Ribbon travelers.
 - Once Deem recognizes your Username or Email Address, it will generate an email with a one-time access link to reset your password. Check junk/spam folder if not received in your inbox within 5 minutes. Contact Blue Ribbon’s support team for further assistance.
- **Log-in Link Error** - Should the link to your company’s Deem log-in page give an error rather than bring you to the log-in page, clear your internet browser cookies or cache.
 - Deem pushes out monthly system updates that will sometimes affect internet cookies or cached versions of the site. Clearing will ensure the most current version of the site will be utilized.
- **Troubles Finding Desired Travel Options** – If you can’t find a particular flight, car or hotel in Deem and modifying the search criteria doesn’t help, contact Blue Ribbon as soon as possible.
 - Our support team can investigate and discover vendor availability or linkage issues, end-user search criteria adjustments, or report possible critical issues directly to Deem’s engineers.
 - Typically, when available, all vendors are loaded and travel data is accessible in Deem.
 - Depending on your company’s policy and configuration settings, a vendor may have been blocked, restricting the online selection.
- **Price Discrepancies** – Should you discover unexpected fares or rates in Deem, contact Blue Ribbon as soon as possible.
 - Deem is configured with any company discounts as well as agency discount programs and is able to access vendor’s published rates.
 - Depending on your company’s policy settings, there may be filters implemented to block specific fare or rate types (i.e. Basic Economy airfares or Non-Refundable hotel rates) from being booked through the online system.
 - Our support team can investigate and discover vendor availability or linkage issues, end-user search criteria adjustments, or report possible critical issues directly to Deem’s engineers. They are also able to book outside of Deem and can often confirm/match the rates if it’s not an availability issue.
- **Deem Reservation Library** – all trips booked or modified via Blue Ribbon (Deem, Agent Assisted or Emergency after-hours), will sync into your Deem reservation library.
 - Offline trips or changes may take up to 6 hours to sync. If you are not seeing your agent-created trip in your Deem library, contact Blue Ribbon.
- **Deem Mobile** – download links and access credentials for the Deem mobile app are found at the bottom of the homepage. Scroll down and click on “Mobile”.

For questions or support contact – Online Support Desk at Blue Ribbon Travel

Email: onlinesupport@blueribbontravel.com

Phone: 952-835-2724 or 800-626-5309

Hours: Monday – Friday 8:00am – 5:00pm CST