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Deem Training Clip -
Booking a Trip (Air, Hotel & Rental Car)
(Version 2, March 28, 2014)

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1 Topic Overview

1.1 Series Objective

Outline several diverse topics within Deem@Work.

1.2 Document Objective

Outline the necessary steps to successfully book a new travel itinerary which includes air, hotel and rental car bookings. Refer to the **Book Again / Trip Template Training Clip** if this trip closely matches another, previously booked trip.

2 Booking a Trip (Air, Hotel & Rental Car)

2.1 Search Criteria

2.1.1 Flight Search Criteria

1. From the deem@work home page, check the **Flight** check box.
2. Complete the page for air travel:
   a. **Search by:** Defaults to the traveler's profile preferences. Generally this is set to **Price**.
   b. **From:** Defaults to the location identified in the traveler's profile as the **Home** airport.
   c. **To:** Enter the city name or airport. Click the **City name or airport** link to search by airport code, city, state, zip code, address or landmark.
   d. Check **Search nearby airports** check box to view other airports. The airports returned are those either configured by the site administrator preset.
   e. Select travel dates in the **Leave** and **Return** fields by clicking on the calendar icon.
   f. Select the time of day for departure and return flights

2.1.2 Hotel Search Criteria

1. If a Hotel reservation is needed, check the **Hotel** check box.
2. Complete the page for hotel selection:
   a. Select either the **Airport, Station** or **City** radio buttons to request hotels close to the airport or city. The default is the **Airport**. If the **City** radio button is selected, additional fields are displayed.
   b. Enter the appropriate city in the **City** field and select a state from the drop-down list.
   c. Select the Match my Hotel search with my flight dates checkbox if appropriate.

Note: The **Match my Hotel search with my flight dates** checkbox is check by default verify that this is applicable.

2.1.3 Rental Car Search Criteria

1. If a Rental Car reservation is needed, check the **Rental Car** check box.

2. Complete the page for rental car selection:

3. Select the **Match my Rental Car search with my flight dates** checkbox if appropriate. If the checkbox is not selected, additional fields are displayed.

    a. Enter the Pick-up Airport, Pick-up date and Pick-up time.

    b. Select the **Drop-off Airport, Drop-off date** and **Drop-off time** from the drop-down lists. If the **Address** radio button is selected, the **Pick-up** and **Drop-off Airport** is replaced with an address field.

    c. Select a **Car size** from the drop-down list. The car sizes offered are defined in the user profile and may differ from company policy.

4. Click **Search**

2.2   Select and Review a Trip

2.2.1   Select Trip Elements

2.2.1.1   Flight

1. The **Travel | Select your departure fligh**t page is displayed. Click on the **View** drop-down list and select to view by **Segment** or **Trip**.

2. The matrix at the top of the page can be used to fine tune the search results. Click a particular carrier to only display results for that carrier, or click the number of stops. The matrix can be collapsed by clicking the **Collapse matrix** link at the bottom of the matrix.

3. Modify the search by using any of the links on the left navigator bar or click **Modify Search**.

4. Select a seat by clicking the **Seat Map** link.

5. Select a seat for each segment.

6. Click **Done**. Click the **Seat map** beside the second leg if appropriate.

7. When all seats have been selected, click the **Select** button beside the outbound flight to select it.

8. The **Travel | Select your return flight** page is displayed. Repeat seat selection for the return flight. Click the **Select** button beside a return flight to select it.

9. The Travel | Select Your Hotel page is displayed.

Note: The initial search results will vary based on the filtering options specified. If no amenities are requested, the first sort is based on "Preferred Hotels". If amenities are included in the request, the initial display will include hotels that match the amenities requested.

2.2.1.2   Hotel

1. The hotel search can be modified by clicking **Modify Search**.

2. The **Hotel Search Map** displays a push pin in the location of either the airport, or locations identified as reference points by the site administrator. The map can be collapsed by clicking the **Collapse** link.

3. Click the **Amenities** link to display available amenities at the hotel location

4. Click the **See room rates** button to expand the section and to see the available rooms.

5. The available room types and rates at the selected hotel are displayed. Click the **Select** button beside the type of room to select it.

2.2.1.3   Rental Car

1. The **Travel | Choose a car** page is displayed. The matrix at the top of the page displays a summary of the cars offered below with the requested car size highlighted. The matrix may be collapsed by clicking the **Collapse matrix** link.

2. Hover over an entry to see estimated price details.

3. Click the **Reserve** button beside a car to reserve it.

2.2.2 Review Selected Trip

1. The **Trip | Review your trip** page is displayed with each of the trip elements reviewed.

   a. Outbound flight and Hotel information:

   b. **Rental car** selection and **Return flight** information:

   c. The **Rules and Restrictions** of the trip and **Cost Summary** are displayed.

2. Click the **Continue** button to continue to the purchase page, or the **Hold this trip** button to save the trip.

Note: Hold this trip may not be available depending on site configuration. When choosing **Hold this trip** the price of the ticket and the seats will not be guaranteed. The length of time a trip can be held is defined by the system administrator.

3. The **Purchase** page is displayed. Complete all information designated as required.

4. Continue down the page. Enter **Loyalty** information if appropriate.

5. Scroll further down the page. Review your **Notification** and **Emergency Contact** information.

6. Review the Trip Reason, Project Code and Agency Information

7. Review payment card information and view trip costs.

2.2.3 Purchase the Trip

1. Click the **Purchase** button if the trip is complete.

2. The **Trip Confirmation** page is displayed.

3. Scroll down the page to again review selections.

4. Review Rental Car and Return flight selections.

5. Review trip costs and click the **Done** button to complete the purchase.