

**Deem Training Clip -  
Multi-Segment Itineraries  
(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

Provide the steps to successfully book a trip where several segments are present. This usually includes flights to / from more than 2 cities.

# 2 Multi-Segment Travel

One way, round trip or multi-segment itineraries can be booked through deem@work. Multiple hotels and rental cars in one or more cities to match travel plans can also be booked.

## 2.1 Multi-Segment Itinerary

1. From the deem@work home page click the **Travel Tab → Trip Planner** link or click the **More search options** link at the bottom of the travel box.
2. Click the **Multi-city** tab and select the checkbox beside all services needed for the first segment of the trip.
3. Once the checkboxes have been selected, the services indicated will be expanded to allow input.

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**Note:** It is recommended to not complete the **Hotel** or **Car Rental** information until flight information has been entered. The **Hotel** and **Car Rental** results will update to correspond with the flight selected.

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4. Enter the details of the flight segment of the trip including **From / To city name or airport, Leave date and Time**.
5. Complete the requirements for other services of the first segment of the trip.

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**Note:** Once the flight information has been completed the **Hotel** and **Rental Car** services will default with information to match that of the flight.

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6. Define **Segments 2 and 3** if appropriate by selecting the services checkboxes for each segment

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**Note:** Review and change information as needed.

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7. If additional segments need to be added to the trip, click the **Add Another Segment** button at the bottom of the page. Complete the additional segment(s) as appropriate. Select all appropriate **Flight, Hotel, and Car Rental** checkboxes before moving to the next segment.

8. Once the details have been confirmed, click the **Search** button at the bottom of the page.

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**Note:** If remaining segments are not needed, **Segment 3** for example; deselect any service checkbox before proceeding. Include a **Return** segment.

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9. The search results are displayed. Select the **Flight** segments, then **Hotel** followed by **Car Rental** segments.
10. Once all the selections have been made, the services will be displayed for review. If any changes are needed before purchase or placing the trip on hold, click the **See all Flights** or **See all Cars** or **See all Hotels** links found on the right of the review page.
11. When all selections have been made, the **Review Your Trip** page is redisplayed. Click the **Hold this trip** or **Continue** button.
12. If the **Continue** button is selected, the **Purchase** page is displayed. Click the **Purchase** button to purchase the trip. The opportunity to review, change or hold the trip is again offered.

### 3 Important Points to Remember

- After placing the trip on hold or purchasing the trip, services cannot be added to or changed for the trip; the entire trip must be canceled and rebooked.
- Not all trips can be placed on hold.
- Held itineraries will re-price and recheck availability at the time of purchase.
- Verify the dates and locations when moving to the next segment of the trip to assure they are populating correctly.
- Remember to add the return home segment when booking a multi-city trip.
- If changes are needed after selections are made, use the links to the right on the trip review page. If only one hotel or rental car needs to be changed, move through all hotel or rental car selections to access the targeted one.
- If the traveler flies into an alternate airport – one which is available in the destination city but not the airport requested, the car rental will not adjust to the alternate airport. A change must be made to the original rental car. On the review page, manually select the appropriate airport location for the rental car pick-up or drop-off that matches the alternate airport.
- At this time changing or adding other services is not available for multi-city trips.
- The Book Again feature is not available for multi-city trips.