



# Deem Travel Quick Start Reference Guide

## Edit your Account Profile

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

1. Log in to Deem.
2. Hover your pointer over the Home tab and select **Account** from the dropdown list.
3. Click **Edit** next to Contact details, update your Business and/or Home address and click **Save**.

To edit your **Payment methods** or **Travel Preferences**, please see the corresponding sections of this guide.

## Add Payment Methods

Add multiple credit cards if needed.

1. Log in to Deem.
2. Hover your pointer over the Home tab and select **Account** from the dropdown list.
3. In the top section of the page, click **Add** next to Payment cards, enter the required information and click **Save**.

## Edit your Travel Preferences

Your travel preferences include information such as your Home airport, seat preference, passport details, TSA Trusted Traveler program number, preferred airlines, hotels, rental car and loyalty program membership numbers. Your preferences are the default when booking travel.

1. Log in to Deem.
2. Hover your pointer over the Home tab and select **Account** from the dropdown list.
3. Click the **Travel Preferences** link found under the Preferences section of the page.
4. Enter your travel preferences and click **Save**.

## Download Deem Mobile App

The mobile application provides one-click access to your upcoming travel reservation, travel details and weather. You can also book travel from your mobile device.

1. Log in to Deem.
2. Click the **Mobile** link at the very bottom of the Home page next to the Deem logo in the lower right corner.
3. Click the **App Store** or the **Google Play** icon to show the download icon.
4. Then, on your mobile device:
  - a. Download the Deem Travel Mobile App and log in to Deem.
  - b. Enter your business email and your password (same as your desktop login) to start using the Deem Travel Mobile App.

Blue Ribbon Travel's online support team is available Monday-Friday from 8am-5pm CT. Email us at [onlinesupport@blueribbontravel.com](mailto:onlinesupport@blueribbontravel.com) or call 952-835-2724 or 800-626-5309.

## Add or Become a Delegate

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

1. Log in to Deem.
2. Hover your pointer over the home tab and select **Account** from the dropdown 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**.

NOTE: Not all companies enable delegate functionality or allow self-delegation permissions in Deem. Contact the Blue Ribbon online support team if you have questions or need assistance with this feature.

## Book a Flight Only

1. Log in to Deem.
2. From the Deem Home page, click the **Travel** icon and click the "X" in the upper right corner of the Hotel and Car sections (removing them from the booking process).
3. In the Flight section, enter your **From** and **To** airports / cities, select Leave and Return dates and times.
4. Click **Search**.  
NOTE: For multi-destination, click the **Multi-Destination** button. Click the **One-way** link for one-way flights. For different classes or fare types, click on the **More search options** link.
5. Use the **Refine Your Search** menu to adjust the search result display order and/or to filter options.
6. Click the **Select** button to choose departure and return flights.
7. Review the trip details and make seat selections via the seat map, then click **Continue**.
8. Review the Purchase Trip page and click **Purchase** to complete the reservation.

## Book a Hotel Only

1. Log in to Deem.
2. From the Deem Home page, click the **Travel** icon and click the "X" in the Flight and Car sections or in the Search Summary area (removing them from the booking process).
3. Enter the Hotel Name, City or address. Select your Check-in and Check-out dates, and click **Search**.
4. To refine your search results, click the buttons located at the top of the page.
5. Click on the **Hotel Name** to see additional information.
6. Navigate to the **rooms** tab, locate your desired room and click **Select**.
7. Review the reservation and click **Continue**.
8. Review the Purchase Trip page, enter any missing information and click **Purchase** to complete the reservation.

### Add to and existing trip, Modify or Cancel

1. Log in to Deem.
2. Click the **Reservation** icon and location the trip to modify/change.
3. Click on the trip to expand the trip information.
4. Click the **View Details** link on the bottom right side of the section.
5. To change a part of the trip, click the **Change** link in the trip segment you desire to change.
  - a. To change the trip, Deem will guide you through the change. After adding to the trip or changing the segment, review the reservation and click the **Purchase** button to finalize the booking and send to Blue Ribbon for processing.
  - b. To cancel your trip, click **Cancel this trip**. The cancellation cost displays before you make the final decision.

NOTE: when adding to an existing trip, Deem will only “purchase” or process the new travel components. You will not be re-charged for the existing segments (i.e. no duplicate ticket charges when adding a hotel/car to previously booked flights).

### Book Again

This feature simplifies the booking process by using details from previous trips.

1. Log in to Deem.
2. Click the **Reservation** icon and locate the trip you want to duplicate.
3. Click on the trip to expand the trip information.
4. Click the **View Details** link on the bottom right side of the section.
5. On the right side of the Details page, click the Book Again button.
6. Select whether to **Use your original trip** or **Modify your trip** then click the **Continue** button.
7. Deem will guide you through the process of booking the trip.

### Book Complete Trip (air, hotel and car)

1. Log in to Deem.
2. From the Deem Home page, click the **Travel** icon.
3. Enter your Flight info (Location, dates and times) and click **Search**.
4. Deem will guide you through the process of booking each component of your trip.

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### Book Airport Parking

This feature will pre-pay and pre-reserve off-airport locations in various cities. For example, in Minneapolis, Deem partners with Park-N-Fly.

1. Log in to Deem.
2. Click the **Travel** icon, to add stand-alone airport parking reservation, click the **Airport Parking** tab at the top of the page.
3. Select your Airport, Dates and Times then click the **Search** button.
4. View the results and select a parking location.
5. Read the cancellation and change information, add notification requests (strongly recommended), then click the **Purchase** button.

#### **Important Parking Information:**

- Print out your Airport Parking receipt. It will be **required** as proof of purchase.
- Blue Ribbon Travel **does not** have access to Airport Parking reservations made via Deem.
- For changes and cancellations, you will need to follow the information provided by Deem during the reservation process.

### Book a Rental Car Only

1. Log in to Deem.
2. From the Deem Home page, click the **Travel** icon and click the “X” in the Flight and Hotel sections or in the Search Summary area (removing them from the booking process).
3. Enter the pick-up and drop-off Airport, Station, or Address, select your dates, and click **Search**.
4. View the results and select the desired car company and rate.
5. Review the reservation and click **Continue**. Review the Purchase Trip page and click **Purchase** to complete the reservation

### Book Multiple Hotels within a Trip

Whether you are booking a full trip or lodging arrangements only, Deem makes it easy for you to book multiple hotels within the same trip.

1. Log in to Deem.
2. From the Deem Home page, click the **Travel** icon.
3. On the right side of the page in Search Summary area, click the **+ Add Hotel** link (the ‘add hotel’ will display the number of hotels being added to the trip).
4. Enter your travel search criteria (Location, dates, times, etc.) for each trip component and click **Search**.

NOTE: You will be searching for and selecting each hotel, one at a time. Once you’ve searched for and selected the first hotel, Deem will display the next hotel search results.

5. Deem will guide you through the process of booking each component of your trip.
6. Review the reservation and click **Continue**.
7. Review the Purchase Trip page, enter any missing information and click **Purchase** to complete the reservation.

