



Deem: Quick Reference Guide

Please note that this document may be customized as necessary before being distributed to your travelers.

Welcome to American Express Global Business Travel!

This online booking tool offered by American Express Global Business Travel is fast and easy to use, allowing you to spend less time making your business travel reservations and more time doing the things you need to do.

- › **Company policies, preferred vendors, and negotiated rates incorporated into the display:** Your company's travel policies and vendor preferences are available in this online booking tool; allowing you to make the right selections when booking your business travel. In addition, you may also have access to special negotiated rates and programs from American Express Global Business Travel

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Starting Your Travel Search

Choosing the Itinerary Type

- › After choosing **Flight**, **Hotel**, or **Car Rental** from the Travel page, choose an itinerary type by clicking one of these buttons: **Single Destination** or **Multi Destination**.
- › Click the **Round Trip** or **One-Way** link:

SINGLE DESTINATION

- › **Round Trip:** A round trip assumes that you return to the same or a nearby airport. (When you first visit the Travel page, **Round Trip** is selected by default.) Once the flight information has been entered, the hotel and car rental search fields are populated with information matching the flight.
- › **One-way:** Select a one-way flight. Click the checkbox next to each service (Flight, Hotel, and Car Rental) to expand and use it. Once the flight information has been entered, the hotel and car rental search fields are populated with information matching the flight.

MULTI DESTINATION

- › You can click the **Multi Destination** tab to create a multi-city itinerary. The Travel page shows three segments (three destinations). The Flight, Hotel, and Car Rental sections of the Travel page are included within the segments. Complete each trip segment separately. If you need additional segments, click **Add Segment** at the bottom of the Search Summary section.

Searching for a Flight

Follow these steps to search:

- › For departure, enter the city name or airport code in the From field. The default is the airport code you entered in your profile as the Home airport
 - **Tip:** If you want to view flights from other nearby airports, click in the checkbox next to "Nearby Airports".
- › Click the "Dates Flexible" check box if you are flexible with your arrival and departure dates.
- › Click the **More Options** link to change the Fare Type; Seat Class; or Preferred Connecting Airport.
- › Click the **Search** button at the bottom

The screenshot shows the flight search interface. At the top, there are navigation tabs: Trip Planner, Airport Parking, Car Service, Reservations, and Unused Tickets. Below this is an attention box with a warning icon and text: "ATTENTION: Please remember to book all air, hotel and car rental/service through the tool and/or with an agent per company policy. Booking all travel through our travel service will help drive company savings, limit traveler liability and allow for stronger negotiations for lower travel rates." Below the attention box are two tabs: "Single Destination" (selected) and "Multi-Destination". The main search area is titled "Flight" and has a close button (X). It contains a "Round Trip" / "One-way" selector, "From" and "To" input fields, a checked "Nearby Airports" checkbox, and date/time fields for departure (8/16/17, Depart: 9am) and arrival (8/17/17, Depart: 5pm). There is also an unchecked "Dates Flexible" checkbox and a "More Search Options" link with a dropdown arrow. On the right side, there is a "Search Summary" panel with expandable sections for "Flight", "Hotel", and "Car Rental", each with a close button (X). The "Flight" section has a "+Add Train" button, and the "Hotel" section has a "+Add Hotel 2" button. A "Search" button is located at the bottom of the search summary panel.



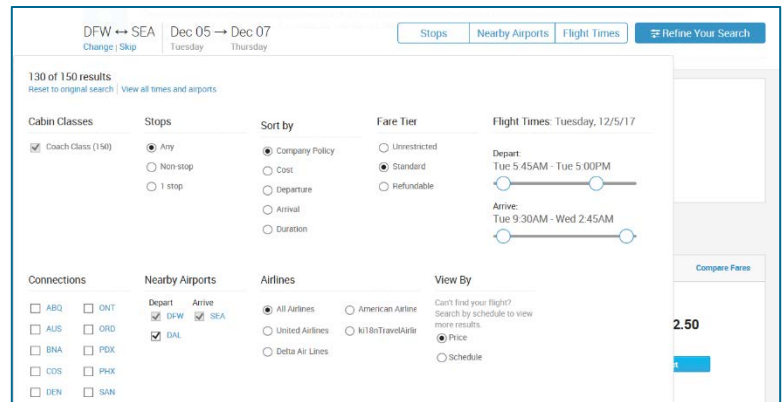
Selecting a Flight

- › After searching for a flight, the "Select your departure flight" page appears.

REFINING YOUR SEARCH

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

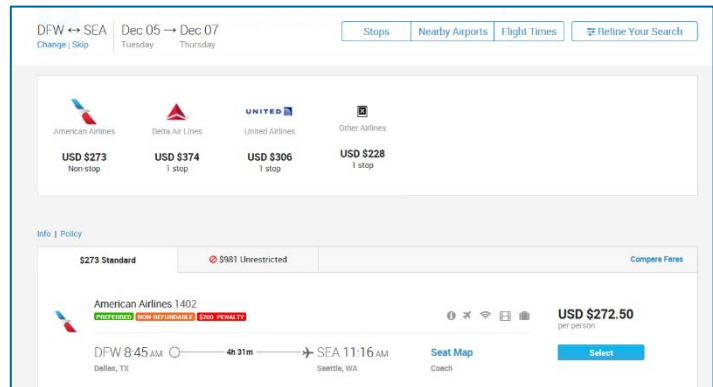
- › Click the **Stops** tab to see results by a specific number of stops.
- › Click the **Nearby Airports** tab to see results by specific airports.
- › Click the **Flight Time** tab to see the results by specific times.
- › Click the **Refine Your Search** tab at any time to refine your search:
- › Click a specific carrier to display only results for that carrier.






FLIGHT RESULTS

- › After refining your search, the list of flights displays. You can view specific flight information:

- › **Flexible Fares:** You can now see flexible fares on the page by clicking on the tabs **Standard**, **Refundable** and **Unrestricted**. These tabs show the price and provide more information about the ticket.
- › **Branded Fares:** The branded fares display with each airline (when available) that has names for specific flights. **TIP:** Hover your pointer over the icons to display more information:



- › **Rules and Restrictions:** You can view the rules and restrictions by hovering your pointer over the () icon:
- › **Checked Baggage Fees:** You can view baggage fee information by hovering your pointer over the () icon:
- › **Out of Policy:** If a flight has an out of policy () icon, hover over the icon for more information:
- › If an **Unused Ticket** icon appears for an airline, hover your pointer over the icon to see its approximate value. You can select a flight that has an unused ticket icon in its heading to use the ticket. The value of the unused ticket will be applied towards purchase at the time of ticketing.
- › To select a flight, click the **Select** button.

SELECTING YOUR RETURN FLIGHT

- › After selecting your departing flight for a round trip, the "Select your return flight page" appears. Follow the same instructions above to sort the search results and select your return flight.



Searching for a Hotel

- › Follow these steps to search for a hotel:
- › The Location field auto populates based on your flight destination.
 - (Optional) If you don't want to match your hotel search with your flight dates, click to uncheck the "Match my Hotel search with my flight dates" option (the default is checked).
- › After unchecking this option, the Check-in and Check-out fields appear. Click in the date fields to change dates if needed.
- › Click the **More Search Options** link to increase the search radius for the hotel search.
- › Choose the number of miles to search within using the Search Within drop-down menu.
 - (Optional) For a multi-destination trip, start searching for a hotel in the next trip segment below the current one.
- › Click the **Search** button at the right-hand side of the page if all you need is a hotel for a one way or round trip
- › Your hotel search results appear.

The screenshot shows a 'Hotel' search form. It includes a text input field for 'Address, Airport, City, Hotel, Reference Point'. Below this is a checked checkbox labeled 'Match my Hotel search with my flight dates'. A link 'Hide Search Options ^' is visible. Underneath is a 'Search Within:' section with a dropdown menu currently set to '5 mi'. At the bottom of the form is a '+ Add Hotel' button.



Selecting a Hotel

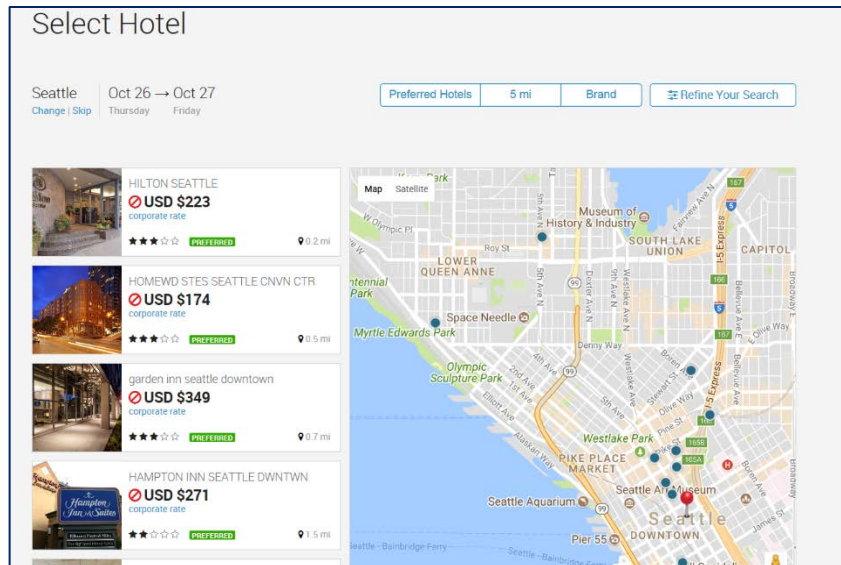
- › After searching for a hotel, the Select your Hotel page appears.
- › If you already filtered your hotel search for hotels with certain amenities, the search results are limited to hotels that offer those amenities; otherwise, the results start with preferred hotels

USING THE HOTEL SEARCH MAP

- › The Hotel Search Map displays each hotel with a blue dot. Hover your pointer over the blue dots to see each hotel.
- › The map also shows a red pin for locations such as the airport or other reference points, so that you can see at a glance how far the hotel is from these locations.

MODIFYING AND FILTERING YOUR SEARCH

- › You can modify or filter the search with the filtering tools located above the map by clicking on the following tabs:
 - **5 mi:** Click on this tab to increase or decrease the search radius for hotels.
 - **Brand:** Click this tab to search for hotels by brand. You can select more than one by clicking in the box next to the brand name.
 - **Refine Your Search:** Click this tab to widen or narrow your choices. The options are as follows:
 - › To narrow your results by star rating, click the checkbox in the By Star Rating section for the lowest rating you are willing to see in the results. For example, if you click three stars, the results include all three-star, four-star, and five-star hotels.
 - › To narrow your results by hotel brand, click the checkboxes for brand names in the Brand scrolling box. (To clear your choices, click the **Check none** link under the scrolling box.)
 - › To change the distance of the hotel search, click the radio button next to miles you want the system to search for hotels.
 - › To narrow your results by amenities, click the checkboxes for amenities in the Amenities scrolling box. (To clear your choices, click the **Check none** link under the scrolling box.)
 - › Enter a hotel name in the Hotel Name Search field, and press **Enter** to find only hotels that match the name. To sort your results, choose an option (such as **Preferred, Company Policy, Distance Price or Star Rating**) under the Sort by section.



SELECTING HOTELS

- › To select a hotel and see more information (such as Room, Details, Reviews and **Photos**) click on the hotel and the more information window displays.
- › Click on each tab for more information.
- › To return to the map, click the **Show Map** button.
- › Click the **Select** button beside the room to book the room.
- › Click the **Room/Rate details** link under a room description to see room rate details, including cancellation policies.

The screenshot displays the 'Select Hotel' interface. At the top, it shows the location 'Seattle' and dates 'Oct 26 → Oct 27'. Below this, there are filters for 'Preferred Hotels', '5 mi', and 'Brand', along with a 'Refine Your Search' button. The main content area is divided into two columns. The left column lists several hotels with their names, star ratings, preferred status, and prices. The right column provides a detailed view of the 'HILTON SEATTLE' hotel, including its address and a list of available rooms with their respective rates and 'Select' buttons. The room details include amenities like 'GBT HONORS DISCOUNT', 'HONORS D', and '1 KING BED'.



Searching for a Car Rental

- › By default, your car rental search will match pickup and drop-off locations, dates, and times to your flight times and destination based on what you have already entered in the Flight section for the trip (or trip segment of a multi-city trip). If you don't want to match your flight times and destination, follow these steps:
- › Click to uncheck the "Match my Car Rental search with my flight times and destination" option in the Car Rental section. Additional fields appear for the car rental pickup and drop-off locations, dates, and times.
- › For the Pick-up Location, click the radio button for one of the following:
 - Airport: If you already entered information for searching for flights, this field is already filled in for you. Airport is the default choice.
 - Address: The Address field appears under the choices. Enter the address for the pickup location.

Tip: You can click **Search tips** for tips on searching for an address.

- › Click the calendar icon next to the Date field for the Pick-up Location, and specify on a date
- › Choose the time for the Pick-up Location from the Time dropdown menu.
- › For the Drop-off Location, click the radio button for one of the following:
 - Airport: Enter the airport in the Airport field under the choices. If you already entered information for Pick-up Location, this field is already filled in for you. Airport is the default choice.
Tip: You can click the **Airport** link to locate an airport by city, state, postal code, address, landmark, or airport code. Enter the information, click **Search**, and then select an airport and click **Select**.
 - Address: The Address field appears under the choices. Enter the address for the drop-off location.
Tip: You can click **Search tips** for tips on searching for an address.
- › Click the calendar icon next to the Date field for the Drop-off Location, and click on a date
- › Click the **Search** button at the bottom of the page if all you need is a car rental for a one way or round trip; otherwise, proceed with booking the rest of your trip. For a multi-city trip, start searching for a car rental in the next trip segment below the current one.
- › Your car rental search results appear.

Selecting a Car Rental

- › After searching for a car rental, the Select Your Car Rental page appears. Preferred car rental sizes and agencies appear first in the search results.
- › **Note:** The matrix appears at the top of the page displaying a summary of the cars in your search results. You can click a different car size to narrow your search results. You can also click a particular cell to see only that choice.
 - The dollar amount shown in the Matrix includes fees & taxes.

The screenshot shows the 'Select Car Rental' interface. At the top, it displays the location 'SEA', dates 'Oct 26 - Oct 27', and filters for 'Brand', 'Car Class', and 'Refine Your Search'. Below this is a matrix table with columns for car classes (Mini, Economy, Compact, Intermediate, Standard, Full size, Premium, Luxury, Special) and rows for rental agencies (Alamo Rent A Car, Avis, Budget, Dollar, Enterprise, Hertz, National Car Rental, Thrifty Car Rental). Prices are listed in USD. Below the matrix, a detailed card for 'Thrifty Car Rental - Intermediate 4.5 Door' is shown, including pickup and drop-off times, a car image, and pricing: USD \$18.38 per day base rate and USD \$65.61 total estimated cost including taxes & fees. A 'Select' button is visible at the bottom right of the card.

Refining Your Search Results

- › To refine your results, click the buttons located at the top of the page:
 - **Brand:** Click this tab to narrow your car rental search by brand. Click in the boxes next to your selection (s).
 - **Car Class:** Click this tab to narrow your rental car search by the class of car. Click in the boxes next to your selection (s).
 - **Options:** Click this tab to select other options for your car rental display. Click in the boxes next to your selection (s).
 - **Refine Your Search:** Click this tab to refine your search by:
 - **Brand:** Select the option(s) by clicking in the boxes next to your desired brand name
 - **Car Class:** Select the option(s) by clicking in the box next to your desired car class.
 - **Sort by:** Select to sort your car rental results by either Preferred or Price by clicking the radio button next to your choice.
- › After you have refined your search results, hover your pointer over the icons to see additional information
- › Click the **Select** button for a car to reserve it.
- › After selecting your car rental for one city in a multi-Reservation trip, the Choose Your Car page appears again for the next trip segment. Follow the same instructions above to sort the search results and select your next car rental.
- › After selecting your car rental, the "Review your trip" page appears



Reviewing the Trip Elements

- › After selecting your flight, hotel, and/or car rental, the "Review your trip" page appears with each element of the trip (flight, hotel, and car rental) in chronological order. For multiple-city trips, the elements are separated into travel segments for each city. You can review each portion of your trip, choose seats for your flights, view the fare rules for each flight, view other rules and restrictions, and view a trip cost summary.
 - **Tip:** Click the **Fare Rules** link under each flight to see the fare rules for the flight.

Choosing Seats for the Flight

- › To choose your flight seats, follow these steps:
- › Click the **Seat Map** link under the flight information. The Seat Selection page appears with tabs at the top for each flight of a round trip or multi-city trip.
- › Click an available seat (marked in blue). If you are a frequent flyer with this airline, you may be able to pick a seat marked in blue with "P" (for "preferred").
- › After choosing your seats, click **Done** to add your flight seats to your itinerary.

Adding and Reviewing Hotels and Car Rentals

- › If you haven't already added a hotel or car rental, you get a second chance on this page.
- › For each hotel, click the **Hotel Details** link under the hotel description to see more information about the hotel. 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 appears near the bottom of the "Review your trip" page. 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 in the Taxes and Fees column for more information about taxes and fees.
- › Starting Over, Changing, or Holding the Trip
- › You can click the **Start over** or **Change this trip** buttons at the bottom of the Review your trip page to either:
 - Start over, which resets the trip search fields, or
 - Change your trip, which lets you make changes to the existing reservation.

The screenshot shows the 'Review Trip' interface. At the top, a red warning box states: 'Your trip is not compliant with your organization's travel guidelines. You will be asked to provide a reason why you made your selection or you can change your selection to a compliant option.' Below this, the trip details are shown: 'Seattle, WA, US ↔ Seattle, WA, US | Oct 26 → Oct 27'. The flight section is for 'Flight Thu, Oct 26 CDT' on American Airlines 2674, priced at USD \$276.41 per person. It shows a 4h 16m non-stop flight from DFW (Dallas, TX) at 6:55 AM to SEA (Seattle, WA) at 9:11 AM. The hotel section is for 'Hotel Thu, October 26 - Fri, October 27' at HOMEWD STES SEATTLE CNVN CTR, priced at USD \$173.63 per night. The trip cost summary on the right lists: Reservations (Hotel USD \$202.72, Car Rental USD \$65.61), Payable Later USD \$268.33, Purchases (Flight USD \$276.41), Due Today USD \$276.41, and Est. Cost USD \$544.74. Buttons for 'Hold This Trip' and 'Continue' are visible at the bottom right.



- › You can also click **Hold this trip** for some reservations. The Hold This Trip page appears, and you can fill out the personal information and click a checkbox to agree to the hold terms. Click **Continue** to continue to the Purchase page.

Purchasing the Trip

- › After clicking the **Continue** or **Hold this trip** button after reviewing the trip, the Purchase page appears.

TRAVELER INFORMATION

- › Start by entering the required traveler information. Much of this information is already filled in for you.
- › Name your trip by entering a name in the "Name your trip" field at the top of the page. If you book the same or similar trips regularly, it's a good idea to name each trip with a unique name. That way it will be easier to locate it in the Upcoming section of the Home page.
- › Fill out the required information in the Traveler Information section at the top of the Purchase page. Your name is provided from your profile, and it must be the same as the name that appears on a government-issued ID.
- › Be sure to include your frequent flyer, hotel rewards, and rental car rewards program numbers. These numbers are pre-populated with your program numbers if entered into your profile

BILLING INFORMATION

- › You can select the payment cards stored in your profile – they appear as choices in the payment card drop-down menus for flight, hotel, and rental car in the Billing section.
- › You can also add a card by clicking **Add Payment Card**, which adds the card to your profile
- › Before purchasing, you must click the checkbox for the "I agree to the rules and restrictions" statement above the Purchase button. (You can click the **rules and restrictions** link in the statement to see what they are.)
- › Click the **Purchase** button if you are ready to complete the purchase and reservation booking, or click **Start Over** to start over (canceling the purchases and reservations), or **Hold This Trip** to put the trip on hold.

Purchase Trip

Seattle, WA, US ↔ Seattle, WA, US | Oct 26 → Oct 27
Thursday Friday

Name Your Trip

Reservations	Amount
Hotel	USD \$202.72
Car Rental	USD \$65.61
Payable Later	USD \$268.33

Purchases	Amount
Flight	USD \$276.41
Due Today	USD \$276.41
Est. Cost	USD \$544.74

Traveler Edit

Mr Paul McCarthy

Date of Birth * Gender *

November 1 1967 Male

Email paul.j.mccarthy@aexp.com

Business Phone (ex: 281-555-1234) * (Enter at least one phone number)

1 222-222-2222

1 Business Mobile (ex:

Preference and Rewards Programs Edit

Flights

Contact providers to ensure membership numbers are applied to your account.

Frequent Flyer Programs	Number
American Airlines	

Hold This Trip

Purchase

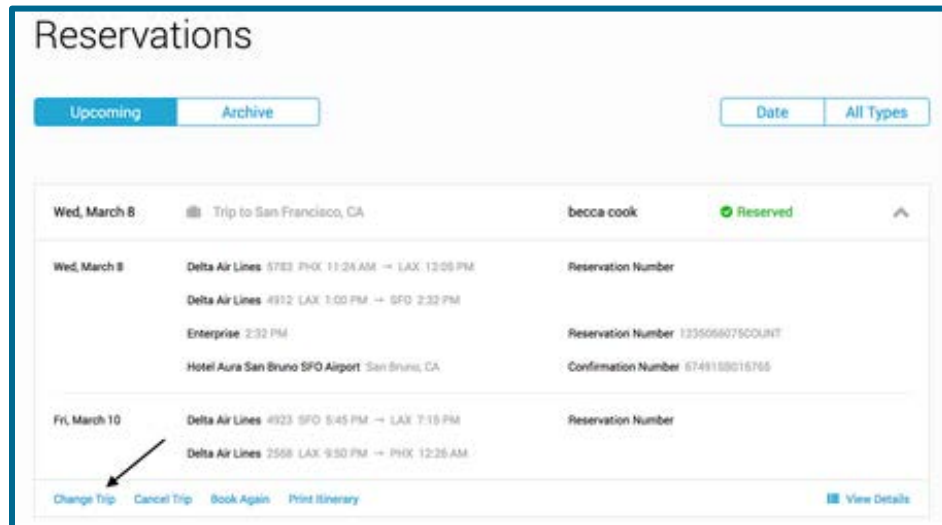


Change, Modify or Cancel a Trip

› This online booking tool is the quickest and most cost-effective way for you to change or cancel your trip

Changing a Booked Trip

› After clicking the **Reservations** tab, locate the trip, and click the trip title to expand the trip information. Click the **Change Trip** link at the bottom left hand corner of the reservation.



- › Click the box next to **Change Return Flight Only** if you want to change only the return flight. Enter the new dates and times if you want to change your flight and click the **Search** button.
- › After selecting your new flights the Trip Planner page displays where you can change your Hotel information. Click the box next to "Match my hotel location with my destination" to display search results based on your destination. Select the radio button in the Search Near section where you want the system to search for your hotel.
- › Click the box next to "Match my Hotel search with my flight dates" if you want the system to search according to your flight dates. If not, then select your check-in and check-out dates from the calendar. When finished, click the **Search** button and proceed to make your hotel and rental car selection as necessary
- › After making your selections you can review the information on the **Review Your Trip** page and click **Continue** or click the **Compare to Original** button to get a clear understanding of the specific costs involved in making the change. Click **Back to Trip Review Page** when you are finished comparing.
- › Under Change Penalties and Fees, click the checkbox for "I acknowledge and accept" to accept the terms for changing a booking. Click **Continue** to complete the booking process.



Changing a Specific Service of a Booked Trip

- › On the Home page, click the **Reservation** tab at the top of the page. Click the **View Details** link to display the itinerary in full
- › Once the full itinerary is in view, the option to change individual services will display.
 - Example: To change the hotel portion of this booked trip, scroll down to the hotel section and click on the **Change Hotel** link.
 - This will then take you through the change flow for Hotel only.

The screenshot displays a travel itinerary with the following details:

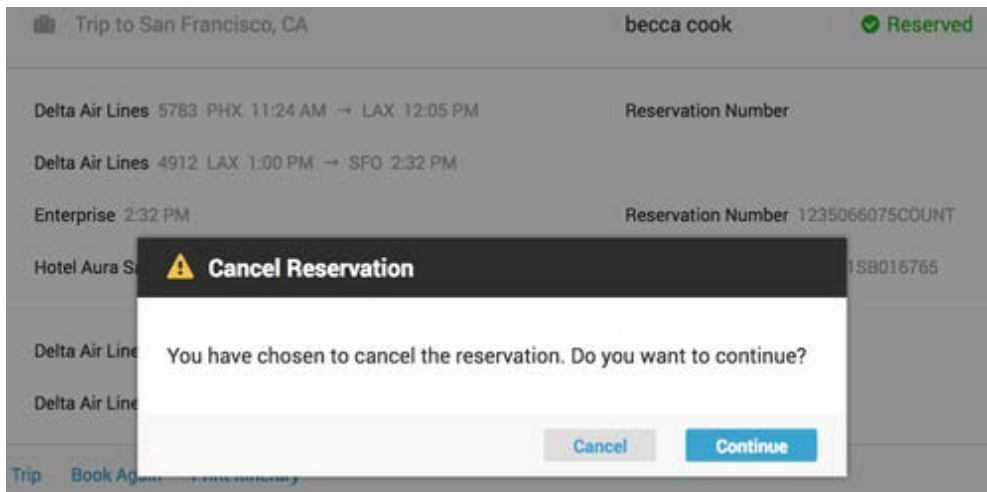
- Reservation number:** 1239094516COUNT. Links for [Car Rental Details/Rules](#), [Change Car Rental](#), and [Remove](#) are visible.
- Hotel Mon, May 08:** Price is **USD \$149.00** per night.
- Hotel:** Greektown Hotel and Casino. Address: 1200 St Antoine St, Detroit, MI 48226, US. Phone: 1-313-223-2999.
- Check-in:** Mon, May 08. **Check-out:** Wed, May 10.
- Reservation Number:** 2337458124816. Links for [Hotel Details](#), [Room And Rate details](#), [Change Hotel](#) (highlighted with a red arrow), and [Remove](#) are visible.
- Flight Wed, May 10 EDT:** Delta Air Lines 1621. Status: OPEN ITINERARY. Links for [See price above](#), [Book Again](#), and [Done](#) are visible.
- Summary:** Payable Later: USD \$655.27. Purchases: Flight USD \$652.17. Due Today: USD \$652.17. Cost: USD \$1,307.44.

○



Canceling a Booked Trip

- › On the Home page, click the **Reservation** tab, locate the trip, and click the trip title to expand the trip information.
- › Click the **Cancel trip** link at the bottom left hand corner of the reservation. The Cancel Reservation Assistant page appears.



- › Click **Continue** to confirm the cancellation or click **Cancel** to keep the original trip. The Cancellation page displays confirming the trip has been cancelled.
- › An email is sent to the traveler with the trip cancellation details. The status of the trip in the Upcoming section of the Home page is changed to “Cancelled”.

Trips that Can't Be Changed Online

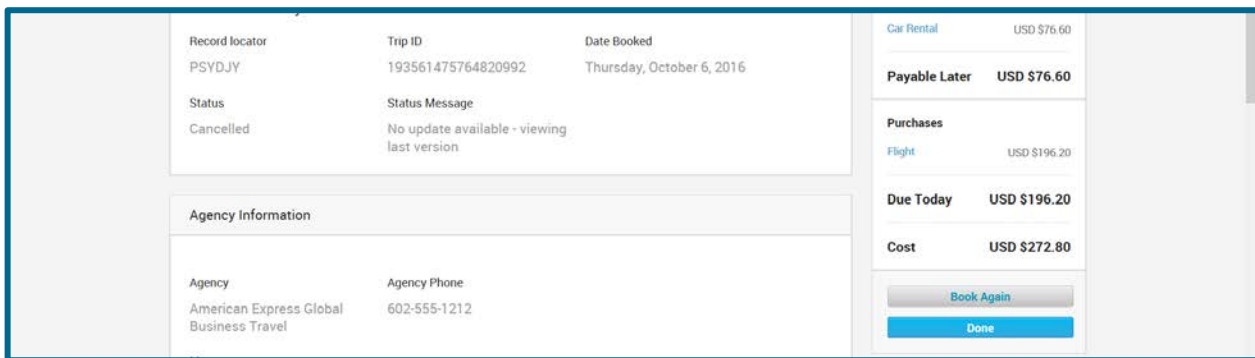
- › You will need to contact an American Express Global Business Travel counselor directly if you wish to make a change to your booking and any of the following conditions apply:
 - Multi-destination itinerary
 - International itineraries (Non-US)
 - Trips originally booked offline
 - Trips with more than one ticket (e.g. split ticketed)
 - Any portion of a trip that has already commenced
 - Carriers for the same destination of original carrier if available



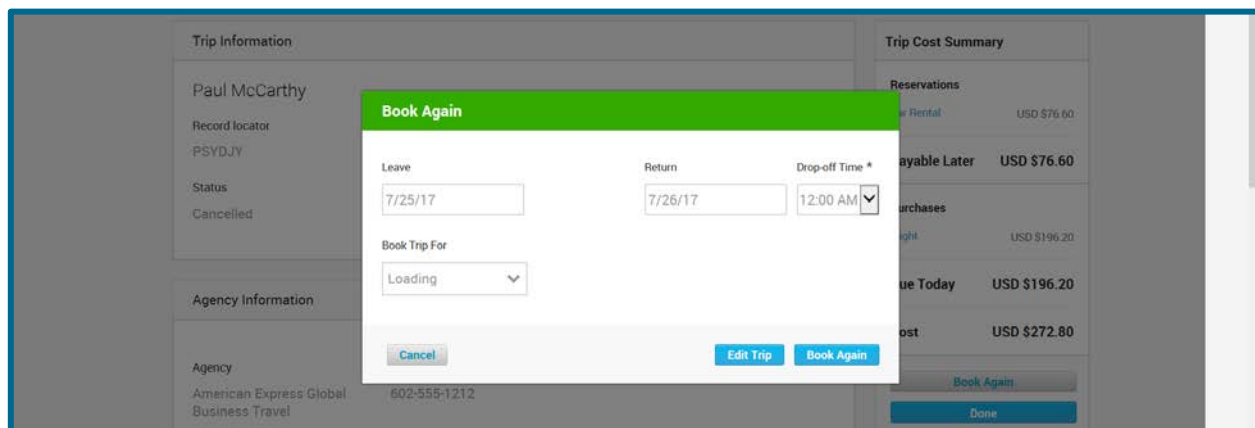
Book Again

USE A PREVIOUSLY BOOKED TRIP AS A TEMPLATE TO BOOK A NEW TRIP.

- › This feature simplifies the booking process by using details from previous trips. The book again feature allows for easy duplication of all or a portion of a previously booked trip.
 - **Tip:** The trip can also be a cancelled trip.
- › Log in to Deem and click the **Reservation** icon at the top of the page and locate the trip you want to duplicate.
- › Click on the trip to expand the trip information.
- › Click the **View Details** link on the bottom right side of the section.
- › On the right side of the Details page, click the **Book again** button.



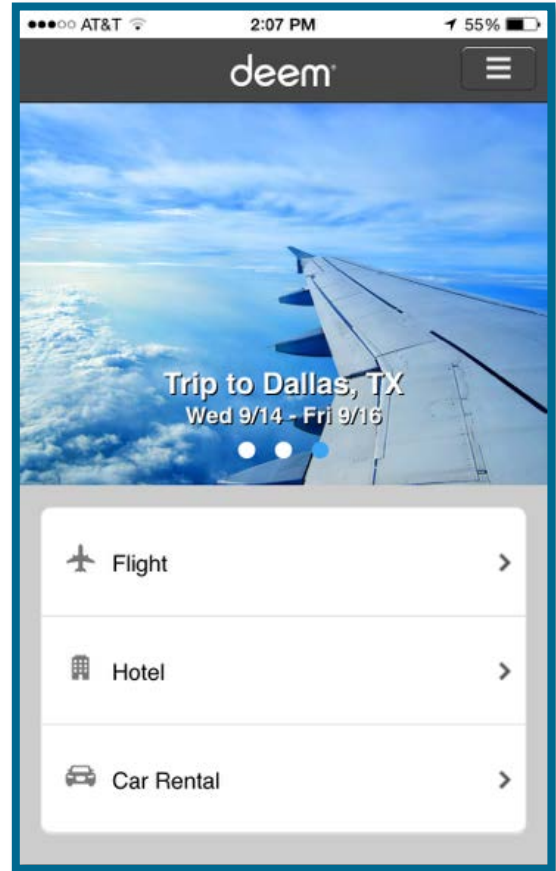
- › Select whether to **Edit Trip** or click **Book Again** to use the same trip to continue



- › Deem will then guide you through the process of booking the trip.

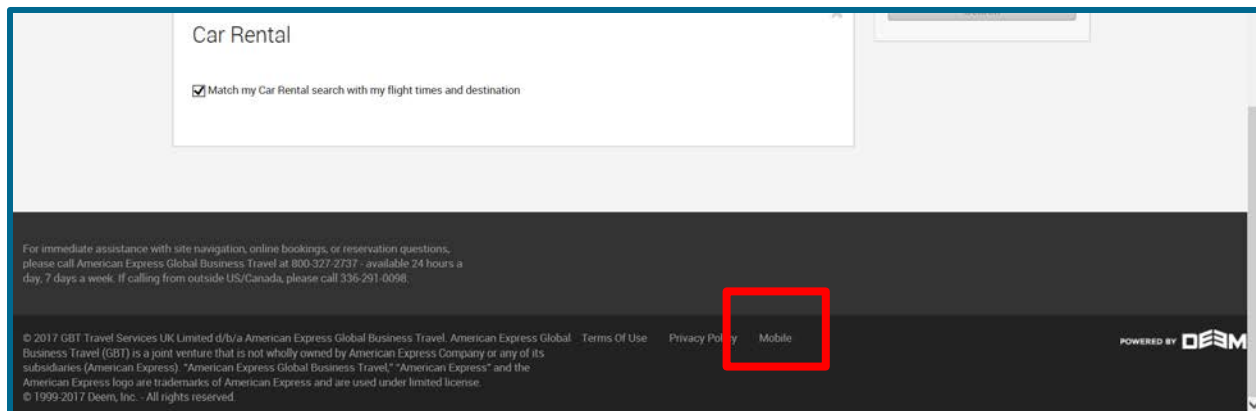
How to Download the Deem Mobile App

- › Deem’s mobile booking app offers the following features:
 - Book flights, hotels, and rental cars from an approved mobile device.
 - Uses your company’s policies, preferences, negotiated rates, and preferred suppliers.
 - Compare and select seats across flight results.
 - See upcoming travel reservations
 - Change or cancel a trip
- › The mobile app’s interface provides access to the Flight, Hotel, and Rental Car services, and shows recent trip itineraries in a carousel at the top of the screen (if the itineraries exist). Users can swipe the carousel to see each itinerary, and tap the itinerary to see its details.
- › The mobile app uses the same company policies, preferences, negotiated rates, and preferred suppliers that are configured on your company’s site.



Accessing the Deem Mobile App

- › Log in to Deem and Click the **Mobile** link at the bottom of the Home page.
- › Click the **App Store** or the **Google Play** icon to show the download icon.
- › 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.

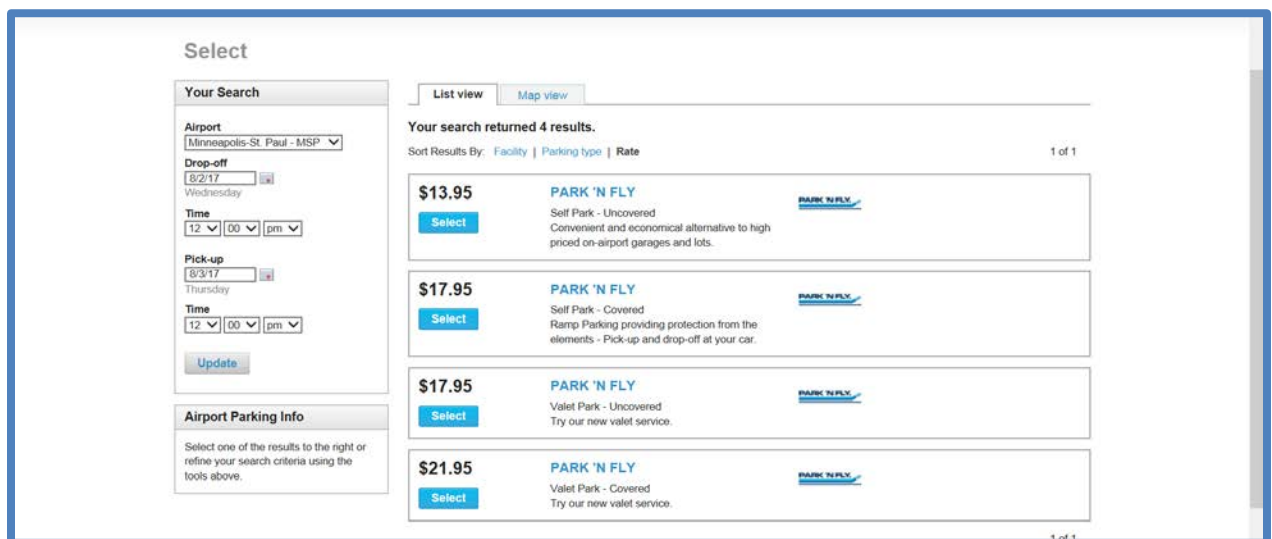


Airport Parking

Save time and beat airport hassles by using Deem's Airport Parking Feature

- › Parking at an off-airport location is an easy way to reduce the headaches involved in finding parking at crowded airport parking lots. Deem's Airport Parking feature offers:
 - An easy way to save time and money
 - Gated and well-lit parking lots that provide safety and security
 - Quick and convenient shuttles that take you right from your car to the terminal
 - **Important:** You must print out your parking voucher and bring it with you when you travel, or else you will have to pay for your parking again, in person, when you return home from your trip.

- › Log in to Deem.To add a stand-alone airport parking reservation, click the **Airport Parking** tab at the top of the page.
- › Select your Airport, Dates and Times then click the **Search** button.
- › View the results and Select a parking location.
- › Read the cancellation and change information, add notification requests (strongly recommended) then click the **Purchase** button.
 - **Please Note:** Print out your Airport Parking receipt. It will be **required** as proof of purchase.





Book Car Service

Deem makes it easy to reserve car service online from a vast network of providers.

- › Car service can be booked with other travel plans or independently. You can compare options by rate, vehicle type or provider and can also access your company's negotiated rates and vendors
 - **NOTE:** Car Service reservations cannot be made using CONNECT if your requested pick-up time is within 24 hours.

The screenshot displays the 'Car Service' booking interface. At the top, a navigation bar includes 'Travel', 'Trip Planner', 'Airport Parking', 'Car Service', 'Reservations', and 'Unused Tickets'. The main content area features a 'Car Service' popup form with the following fields: 'Pick up address', 'Drop-off address', 'Pick-up date' (calendar icon, 'Mon Jul 24, 2017'), 'Pick-up by' (clock icon, 'HH:MM PM'), 'Arrive by' (clock icon, 'HH:MM PM'), and 'Passengers' (dropdown menu, '1'). There are '+ Add a stop' and '+ Add Car Service' buttons. To the right, a 'Search Summary' box shows 'Car Service' and a 'Continue' button.

- › Log in to Deem. To add a stand-alone car service reservation, click the **Car Service** tab at the top of the page
- › Enter Pick-up location and Drop-off location.
- › Provide information requested in the popup.
- › Enter Date, Time, and click the **Continue** button.
- › Select the car service provider.
- › Confirm reservation details and click **the Reserve Now** button.