



up-grade verb |əpˌgrād; əpˈgrād|
raise to a higher standard, in
particular improve the experience

Deem User Guide



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Welcome to Deem

Covington has partnered with Rearden Commerce to bring you a full-featured online booking tool, Deem. Deem delivers real-time information allowing your company to set and manage travel policy in business-appropriate content saving travelers time and money. Since all Deem online bookings are routed to Covington, your company can ensure compliance with their travel policy, and all reservations are reflected in their travel management reports.

Deem gives travelers access to airline, car, and hotel information and allows them to collaborate with other Deem users to plan trips with their new Storyboard feature. Deem also includes automatic calendar updates, email, voice, and text messaging, and flight status updates.

Primary features of the Deem system:

- Air, car, and hotel booking. Additional options are package shipping and dining
- User friendly research and reservation system
- Ability to hold travel research and forward to other Deem users
- Travel policy parameters loaded for easy traveler reference
- Reduced bookings fees
- Ability to view and use unused tickets
- Convenience of being able to make reservations anywhere, anytime

Tips to remember when using Deem:

- Keep all components (air/car/hotel) pertaining to the same trip on one reservation to minimize any chance of incurring penalty charges in the event a trip must be cancelled.
- Always read the airline rules and restrictions before confirming.
- Utilize the help screens in Deem as needed.

How can I get set up as a Deem user?

Email Covington's online support team at onlinebooking@covtrav.com. If you have a completed profile already on file, your Rearden activation overnight. If you have not yet completed a profile, one will be sent to you. Once returned to Covington, the activation process can be completed overnight (M-F, 8:30a – 5p ET). Activations are sent out every morning after 10a ET.

I forgot my password and am unable to log in to Deem. How can I get a new password?

Click on **Forgot your username or password**, and an email will be sent to you with instructions on how to reset your password.

*** Click the *Add to Favorites* link so you can easily find the Deem site again.



The image shows a login form with the following elements:

- A text input field labeled "Username".
- A text input field labeled "Password".
- A link labeled "Add to favorites" circled in black.
- A checkbox labeled "Remember my username".
- An orange button labeled "Sign In".
- A link labeled "Forgot your username or password?" circled in black.

Updating Your Profile

Before using Deem for the first time, access your profile and verify that all information is correct and up-to-date. Required information includes:

- Name as it appears on your photo ID
- Date of birth
- Gender
- Business address and phone number
- Form of payment
- All Deem profiles require a valid business email address

Note: You may also want to verify airline, car and hotel membership numbers.

For **Travel Arranger** access to book reservations for other people, click on **Delegates** on the **Profile** page. For further instructions on booking for others, see page 16.

How can I get set up to receive flight status notifications?

Deem allows the user to receive flight status notifications via phone, email or text message.

You will receive flight status notifications on reservations booked online, as well as reservations booked with a full service agent. However, if there are any reservations booked with full service agents BEFORE you activated your Deem profile they will not be in Deem so you will not receive notifications for those reservations.

To opt into this service:

- Log into Deem and select the **Profile** tab.
- Select **Manage Notifications** under the notifications header.

Covington International Travel presents

PersonalAssistant Covington Travel

Home Travel

Profile

Nate Slate's Personal Information

Contact details Edit Business Email: citdemo@covtrav.com Business Phone: 1 - 804-747-7077 Business Fax: ----- Business Mobile: -----	Business address Edit 4401 Dominion Blvd Glen Allen, VA 23060 United States	Home address Add No address entered
Profile details Edit personal info Edit emergency contact Change Password	Payment cards None entered	Delegates Edit People I can book for (3) L.Pitzer, L.Scott, J.Strange People who can book for me (1) L.Pitzer

Notifications

Set up Notifications to receive updates and additional information about your services.

[Manage Notifications](#)

Address Book and Calendar



Preferences

Setting your service preferences will save you time and allow the Personal Assistant to make relevant recommendations.

[Travel preferences](#)
[Dining preferences](#)

- Select **Flight Status Update**.

Covington International Travel presents

Home
Travel

Profile | Notifications

[< Profile main page](#)

Profile

- [Personal and Employee Info](#)
- [Addresses and Phone Numbers](#)
- [Emergency Contact](#)
- [Change Password](#)

Address Book and Calendar

- [View Address Book](#)
- [Add/Edit a Contact](#)
- [Import/Export Contacts](#)
- [Edit Calendar Settings](#)

Service Preferences

- [Travel](#)
- [Dining](#)
- [Notifications](#)
- [Delegates](#)
- [Display Settings](#)

Notifications

Notifications contain information and updates about your services. You can have them sent to you by email, voice message, or mobile text. You can also have them sent to friends, family, and colleagues.

	Email	Voice message	Mobile text
(You do not have any Notifications set up.)	—	—	—

To add a Notification, click below:

[+ Trip Itinerary](#)
[+ Airport Parking details](#)
[+ Flight status update](#)

Quiet Times

Indicate when you do not want to be disturbed by voice message or mobile text notifications.

Contact me anytime

Do not contact me between -- -- and -- -- EDT

Invitation Responses

Follow the prompts depending on your personal preferences for notifications. You can even arrange for **Quiet Times** when the system will not disturb you.

*** The user can select multiple emails, phone numbers and texts - this is important if both a traveler and their administrative assistant wish to receive notifications.

Tips for Making Flight Reservations

I am traveling internationally. Can I book my reservation on Deem?

Deem is recommended for making simple domestic air, car, and hotel reservations. Deem is an excellent tool for international research, but due to international fare complexities, we recommend that you call to book your international reservations with one of our experienced international travel counselors.

How do I find the absolute lowest fare for my trip? My arrival and departure times are completely flexible.

On the first screen, the default setting of **Anytime** will show you the lowest possible fare for your travel dates. This will return the best possible fare for the dates selected, without regard to any particular departure time. For more specific times use the drop down menu to select.

Covington International Travel presents

PersonalAssistant

Home Travel

Travel * Required

Flight Train Remove

Search by ▶ Price Schedule Flexible Dates

For low-fare options, enter your search info below. To see all flight options, click the 'Schedule' tab above.

From * City name or airport
Richmond, VA, US (RIC)

To * City name or airport

Search nearby airports

Leave * Anytime Depart
6/5/12 Tuesday

Return * Anytime
6/6/12 Wednesday

Hotel Remove

Search near Airport Station City

Airport *

Match my Hotel search with my flight dates

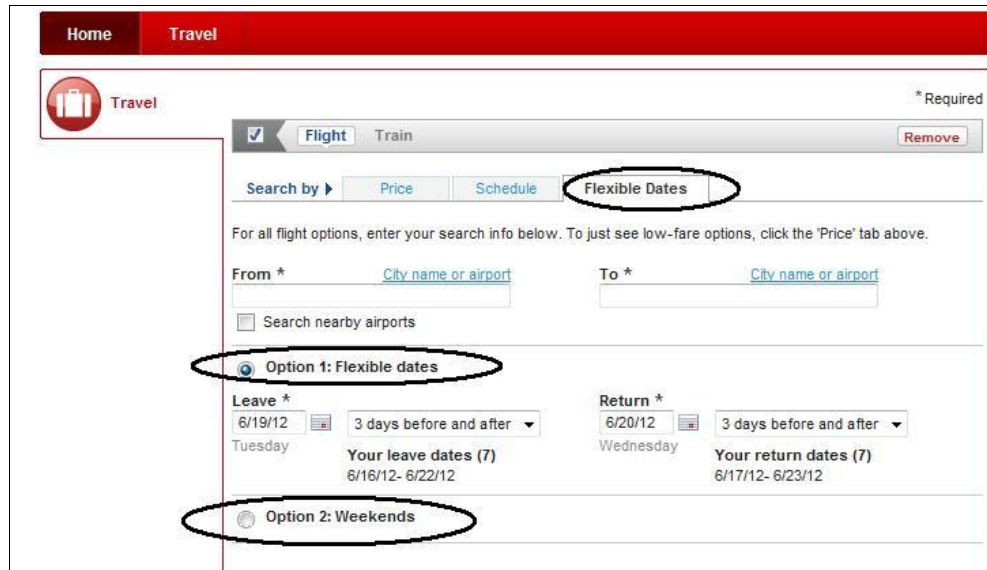
Rental Car Remove

Match my Rental Car search with my flight times and destination

Use drop down menu for other flight options

Anytime
Depart
Arrive
Anytime
Morning
Afternoon
Evening
12am
1am
2am
3am
4am
5am
6am
7am
8am

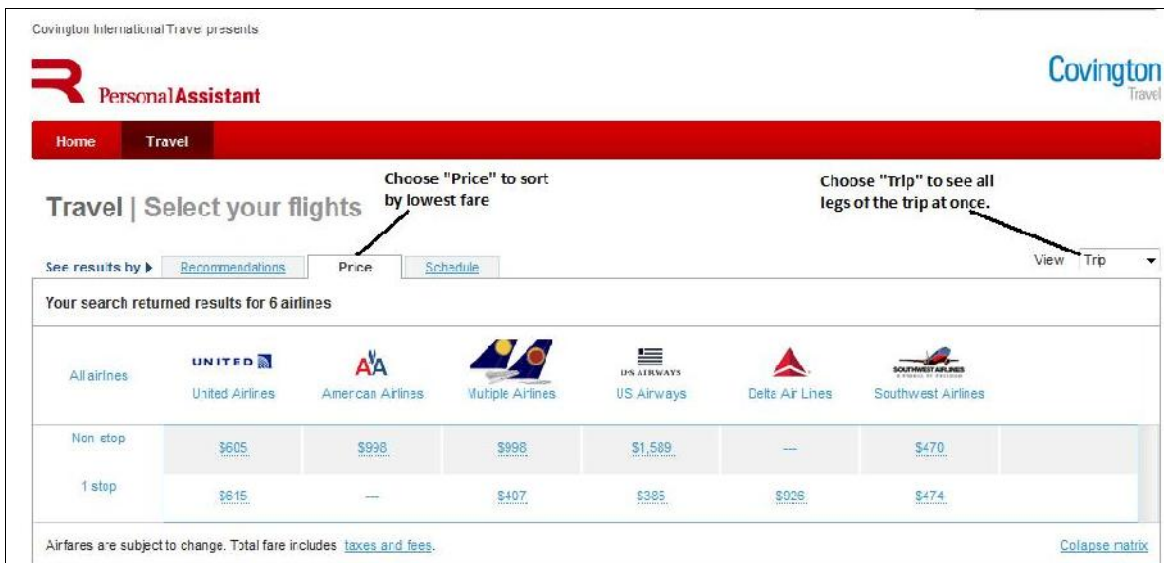
For clients that are flexible with their schedules and able to adjust their dates there is an option to search by Flexible Dates and Weekends that will give the lowest fares in the market for the range of dates that are being searched.



**How do I look at both outbound and return flights at the same time?
How do I find the cheapest fare for my entire trip?**

- Choose **Price** next to **View results by**
- Choose **Trip** next to **View**. You will be able to see both outbound and return flights, as well as the roundtrip fares sorted from lowest to highest.

Tip: You can set these options as default in your personal profile. In your profile, choose **Travel Preferences**. Then choose **Default Search Type** by **Price**, and **View Price Results** by **Trip**. Don't forget to hit **Save** at the bottom right-hand side of the page.



How do I book a one-way trip or a trip that has multiple destinations?

Choose **More Search Options** or go to the **Trip Planner** page under the **Travel** section. This will give you other options for the type of trip you are booking.

The screenshot shows a travel booking interface with a red header bar containing 'Home' and 'Travel'. Below the header is a 'Travel' section with a red circular icon and a '* Required' label. The interface is divided into three main sections: Flight, Hotel, and Rental Car. Each section has a 'Remove' button. The Flight section includes a 'Search by' dropdown with options for 'Price', 'Schedule', and 'Flexible Dates'. Below this, there are fields for 'From *' and 'To *', both with a link to 'City name or airport'. There is also a checkbox for 'Search nearby airports'. The 'Leave *' and 'Return *' fields include date pickers and 'Anytime' dropdown menus. The Hotel section has a 'Search near' dropdown with options for 'Airport', 'Station', and 'City', and an 'Airport *' field. There is a checkbox for 'Match my Hotel search with my flight dates'. The Rental Car section has a checkbox for 'Match my Rental Car search with my flight times and destination'. At the bottom of the Rental Car section, there is a link for 'More search options' with the text 'Multi-city, One-way, Class, Fare type, etc.' circled in black. A 'Search' button is located at the bottom right of the form.

Am I able to hold a reservation in Deem?

Can I forward these flight and hotel options to someone within my company that will be traveling with me so we can coordinate travel plans?

Users are able to hold reservations in Deem. When you search for flights and hotels, from the list of flight options you will be able to Clip the flights you are interested in and Create a New Storyboard. You will be able to save more than one flight option. Just save the flight to the Storyboard you have already created. *If you will be selecting more than one flight option you will not be able to hold a car on your Storyboard.

The screenshot displays a flight search interface. On the left, there's a 'Your Search' sidebar with '557 of 799 results' and options to 'Reset to original search' or 'View all times and airports'. Below this, 'Flight Times' are shown for Tuesday, 6/19/12, with departure from Tue 5:30AM to Tue 8:15PM and arrival from Tue 6:45AM to Tue 11:30PM. The main results area shows two flight options, both priced at \$979 per person. The first is United Airlines 3623 (operated by GOJET AIRLINES DBA UNITED EXPRESS) from Richmond, VA to Chicago, IL. The second is United Airlines 3660 (operated by GOJET AIRLINES DBA UNITED EXPRESS) from Chicago, IL to Richmond, VA. A 'Clip' button is circled in red, and its dropdown menu is open, showing 'Create A New Storyboard' and 'CLT Trip'.



After adding your first flight you will need to name your Storyboard.

Once you have finished with your flight selections click the Continue to Hotel button to proceed.

The screenshot shows a travel selection page with a red header containing 'Home' and 'Travel'. Below the header, the text 'Travel | Select your flights' is displayed. There are tabs for 'Recommendations', 'Price', and 'Schedule'. A notification box in the top right corner states 'Added to Storyboard: ORD Trip' and 'United Airlines 3623 Richmond, VA to Chicago, IL'. A 'Continue to Hotel' button is visible at the bottom of the notification box.

From the list of hotel options you will be able to Clip hotels you are interested in and add these options to your Storyboard.

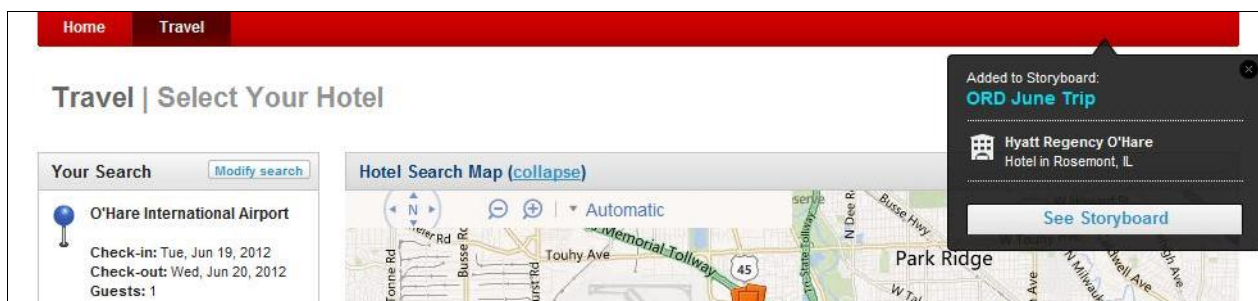


Once completed click Storyboard for your list of held trips. Select the trip you are working on.

At this time you can hold flights and hotels until you are ready to confirm trip (hold time is based on the airlines rules) or you can forward you Storyboard to a colleague that you will be traveling with to review and pick the flights and hotel that they prefer. Comments can be added to each segment to share with your colleague.

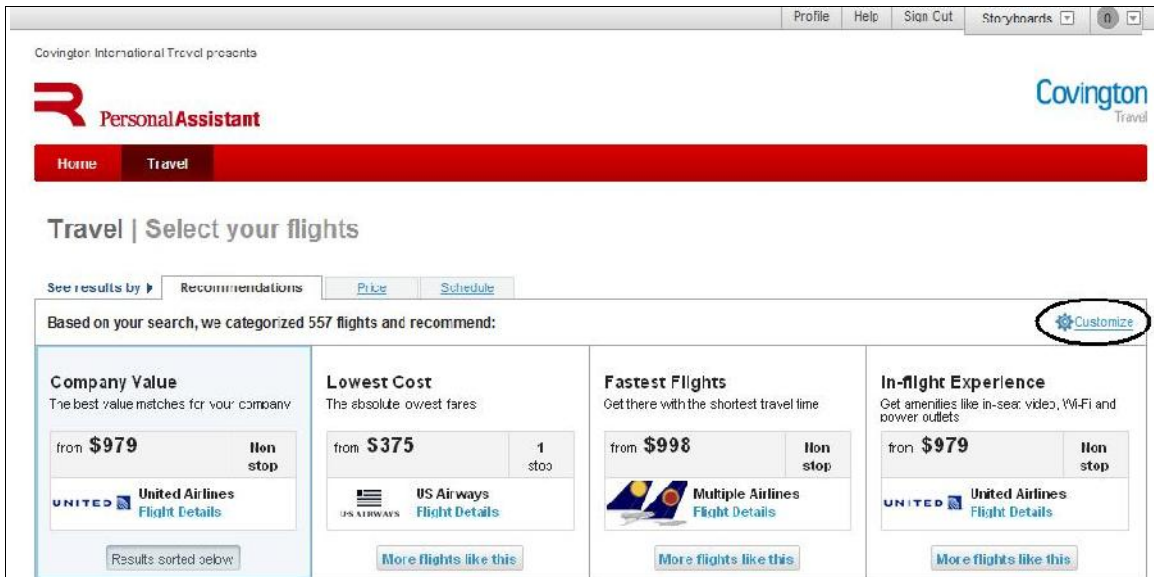
When they receive your email they can log onto the Storyboard and select their preferred flights. Since they are logged directly into Deem their choices can be automatically booked and sent to Covington for purchase.

Your colleague can then reply with their final choice so you log back in and purchase your itinerary.



How can I search for flights that have the amenities and options I want?

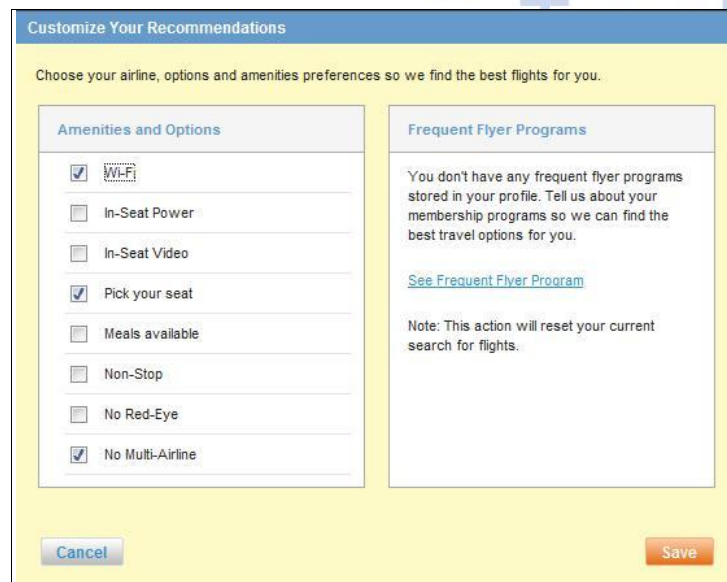
After you have run your flight search and the options have been returned go to the customize link in the top right corner to set your preferences.



The screenshot shows the Covington Travel website interface. At the top, there are navigation links for Profile, Help, Sign Out, and Storyboards. The main header includes the 'PersonalAssistant' logo and the 'Covington Travel' logo. Below the header, there is a red navigation bar with 'Home' and 'Travel' buttons. The main content area is titled 'Travel | Select your flights' and features tabs for 'See results by', 'Recommendations', 'Price', and 'Schedule'. A message states 'Based on your search, we categorized 557 flights and recommend:'. A 'Customize' link is circled in the top right corner. Below this, there are four columns of flight recommendations:

- Company Value:** The best value matches for your company. Price from \$979, Non stop. United Airlines Flight Details.
- Lowest Cost:** The absolute lowest fares. Price from \$375, 1 stop. US Airways Flight Details.
- Fastest Flights:** Get there with the shortest travel time. Price from \$998, Non stop. Multiple Airlines Flight Details.
- In-flight Experience:** Get amenities like in-seat video, Wi-Fi and power outlets. Price from \$979, Non stop. United Airlines Flight Details.

When the link opens select the options that you prefer for your flights and make sure your frequent flyer numbers are listed. Save all changes. This action will reset your current search for flights.



The 'Customize Your Recommendations' dialog box is shown. It has a title bar and a main content area with a yellow background. The text reads: 'Choose your airline, options and amenities preferences so we find the best flights for you.' There are two columns of options:

- Amenities and Options:** A list of checkboxes with labels: Wi-Fi, In-Seat Power, In-Seat Video, Pick your seat, Meals available, Non-Stop, No Red-Eye, No Multi-Airline.
- Frequent Flyer Programs:** A section with the text: 'You don't have any frequent flyer programs stored in your profile. Tell us about your membership programs so we can find the best travel options for you.' Below this is a link: 'See Frequent Flyer Program'. A note at the bottom of this section says: 'Note: This action will reset your current search for flights.'

At the bottom of the dialog, there are 'Cancel' and 'Save' buttons.

Now search for your flight based on In-flight experience.

How can I look for seat assignments?

To look at a seat map from the list of flight options, click on **Seat Map** next to the flight. This is helpful if you are particular about where you sit on the plane, since you can see what seats are available before you choose your flight.

The screenshot shows a flight search results page with a red navigation bar at the top containing 'Home', 'Travel', 'Dining', and 'Entertainment'. Below the bar is the heading 'Travel | Select your flights'. There are tabs for 'View results by' with 'Price' and 'Schedule' selected, and a 'View Trip' dropdown. A section titled 'Your search returned results for 7 airlines' displays logos for Spirit Airlines, Multiple Airlines, US Airways, United Airlines, AirTran Airways, jetBlue, and Delta Air Lines. Below this is a table with columns for 'Non-stop' and 'Laptop' and rows for each airline, showing prices like '\$150' and '\$154'. A note states 'Airlines are subject to change. Total fare includes taxes and fees.' Below the table is a 'Your Search' sidebar with filters for flight times and nearby airports. The main results area shows three flight options, each with a 'Seat Map' link circled in red. The first two options are US Airways flights (3698 and 3045) priced at '\$150 per person', and the third is US Airways flight 3698 also priced at '\$150 per person'. Each flight listing includes details like departure/arrival times, airports, and aircraft type.

You also have the option to look at a seat map after you have chosen your flights. On the **Review Your Trip** page, click on **Choose Seat**, and assign your seats.

The screenshot shows a 'Travel | Review your trip' page. On the left, there is a Delta Air Lines logo and a price of '\$160 per person, complete trip'. The main section is titled 'Flights' and shows details for a flight from Richmond, VA (RIC) to Atlanta, GA (ATL) on Delta Air Lines flight 1769. The flight is scheduled for Monday, May 09 EDT, departing at 6:00 AM and arriving at 7:41 AM. The flight duration is 1h 41m (Non-stop) in a Restricted Coach class, operated by a McDonnell Douglas MD88 with an 80% on-time record. At the bottom of the flight details, there is a link that says '+ Choose seats | Fare Rules', with the 'Choose seats' part circled in red. The total flight time is listed as 1h 41m.

Once you have the seat map displayed, you can assign your seats. Click on the tabs at the top of the page for each leg of your trip.

Covington International Travel presents

PersonalAssistant Covington
Travel

Home **Travel**

Travel | Seat Selection

[< Back](#)

Flights 1 **2** 1. RIC to LGA 2. LGA to RIC

Flight 1: Richmond, VA (RIC) to New York, NY (LGA)
US Airways 3928 | Canadair Regional Jet | Coach | 1h 13m

Click on an available seat for each traveller Done

Select seat for:

1 Traveller 1 →

Legend: ■ Available Unavailable 1 Selected E Exit Row P Premium*

Front

	A	C		D	F	
1						1
2						2
3		P		P	P	3
4		P				4
5						5
6						6
7						7
8		E	E	E	E	8
9						9
10						10
11						11
12						12
13						13

back

*Premium frequent flyer status required

How can I accumulate miles on a frequent flyer program other than the airline I am flying on?

- On the Purchase Trip page, under Frequent Flyer Programs, there will be a drop down menu listing all airlines.
- If you have a frequent flyer number on the airline you have booked it will appear in the box.
- Select the new airline you would like to accumulate mileage on from the drop down list.
- You will need to enter the frequent flyer number for the airline you wish to accrue miles on in the box provided. This number does not transfer over from your profile and will need to be entered with each reservation that you wish to accumulate miles on another carrier.

The screenshot shows the 'Travel | Purchase Trip' page. At the top, there is a field to 'Name your trip'. Below this is the 'Traveler Information' section, which includes fields for Name (Xander Xanderson), Email (xanderx@covtrav.com), Date of Birth (masked as **), Gender (Male), and Business Phone (804-747-7077). To the right of the traveler information is the 'Optional preferences' section, which includes 'Flights' and 'Meal request: Standard', 'Special requests: None'. Below the traveler information is the 'Frequent flyer programs' dropdown menu, which is currently set to 'United Airlines'. A callout box points to this dropdown with the text 'Select alternate airline on which you would like to accrue mileage'. To the right of the dropdown is a 'Number' input field. A callout box points to this field with the text 'Enter the frequent flyer number for the airline on which you would like to accrue mileage'. Below the dropdown and input field is a table with columns for 'Email', 'Voice message', and 'Mobile text', each with a corresponding icon and a minus sign.

Note: It will be your responsibility to verify that the two programs participate with each other. If you enter a number for an airline that does not participate with the airline that you are booking it will not enter into the record and you will not receive credit for that booking.

How do I find out how much the baggage fees will be?

Look for the **Checked Baggage Fees** link. You can access this link on both the **Review Your Trip** page and the **Trip Confirmation** page.

Baggage fees vary by airline, and are subject to change. This link will provide you with the most up to date information specific to your itinerary.

Rules and Restrictions

Flights:
The air ticket must be purchased 7 day(s) in advance.
The air ticket has a change fee of \$150.00.
The air ticket is non-refundable.
The quoted airfare is not guaranteed until the flight is ticketed.
[Checked baggage fees](#)

The link will provide you with detailed information of baggage fees for the airline you are traveling on.

The screenshot shows a Mozilla Firefox browser window titled "Baggage Fees - Mozilla Firefox". The address bar displays "reardencommerce.com" and the URL "https://dominion.reardencommerce.com/rc/baggagefees/action". The page content is titled "Checked Baggage Fees" and includes a note that these fees are not included in the total cost of the trip. It features the JetBlue logo and a table of baggage fees. The table lists checked bags (First, Second, Third) and overweight/oversize bags with their respective fees. A "Close" button and a "Print" button are visible at the bottom of the page content.

Checked bags	Fee
First	None
Second	USD \$30
Third	USD \$75

Overweight bag	Fee
51-70 lbs	USD \$50 / per piece
71-99 lbs	USD \$100 / per piece

Oversize bag*	Fee
63-80 in	USD \$75 / per piece

* Baggage size is calculated by adding the outside dimensions of the bag (i.e. Baggage size = Length + Width +Height).

Can I book reservations for other people?

You must be set up as a delegate to book for other people.

- Go to your profile, and next to **Delegates**, click on **Add**.
- Choose **People I Can Book For**.
- Enter the person's email address, and click **Search**. (Note: they must already have a profile set up in Deem)
- Once their email address is listed, click **Select**. They will be notified by email that you have requested to become a delegate for them.

Now that you are set up as a delegate for that person, you will have the option to book for them at any time.

- Go to the **Home** page to begin booking for them.
- In the top toolbar, you will see the option to **Start Assisting**. Delegates that are listed in your profile will be in the drop down menu.
- Click on the name, and proceed with the booking process.
- The traveler's information from their profile will automatically be applied to the booking you make for them.

TIP: It is very important that you choose the person's name from the drop down list. If you skip this step, you have actually booked a reservation for yourself. If you find you have completed a reservation under the incorrect name, call Covington's Online Support Team immediately.

Covington International Travel presents

Xander's Profile Admin Mobile jessicas as xanderx Help Close Start Assisting

Covington, Denny
Pitzer, Lisa H
Scott, Laurie
Strange, Jessica

Home Travel Dining Entertainment Shipping

Travel * Required
Car Service
Dining
Shipping

Flight Train Remove
Search by Price Schedule
For low-fare options, enter your search info below. To see all flight options click the 'Schedule' tab above.
From * City name or airport Richmond, VA, US (RIC) To * City name or airport
Search nearby airports
Leave * Return *

Alerts 1 alert
Profile
For An Upcoming Trip Reserve chauffeured cars, limos, vans and more from trusted providers.
Reserve Car Service

How can I book multiple people on the same flights?

- Choose the first person you want to book from your list of **Delegates**.
- Proceed with booking a complete reservation for that traveler.
- After you have completed the first reservation, go back to the **Home** page.
- Under **Upcoming Reservations**, you will see the trip you just booked for the first traveler. Click on that trip.
- Under **Travel Tools**, you will see the option to **Book Again**.
- From the **Book Trip For** box, choose the next person you are booking on the same trip. It will copy the original reservation in its entirety for the new person.
- Proceed with the process until you have completed all your reservations.

TIP: If you or your traveler take the same trip week after week, you can also use this option to book subsequent trips. You would choose **Book the Same Flights With New Dates** option. You can also **Modify Your Trip**, if you need to change any component for your new trip you are booking.

Note: This feature will not work on reservations that contain multiple cities or multiple airlines.

The screenshot displays the Covington travel management system. At the top, there are navigation tabs for 'Home' and 'Travel'. Below this is a search interface for flights, hotels, and rental cars. The 'Flight' section is active, showing search criteria for a trip to New York, NY, US, with departure on 02/20/10 and return on 02/27/10. A 'Book Again' dialog box is overlaid on the right side of the screen. This dialog box has a title bar 'Book Again' and a dropdown menu 'Book trip for' set to 'Xanderson, Xander'. It offers three options: 'Use your original trip' (selected), 'Book the same Flights with new dates', and 'Modify your trip'. The 'Book the same Flights with new dates' option shows 'Leave' on 8/11/09 (Tuesday) and 'Return' on 8/14/09 (Friday). The 'Modify your trip' option includes a note: 'Use this option if you want to add or change Flight, Hotel, and Rental Car.' The dialog box has 'Cancel' and 'Continue' buttons. In the background, the 'Upcoming Reservations' table is visible, showing a confirmed reservation for L. Scott on 12/2/10. The 'Travel Tools' section for this reservation includes a circled 'Book again' link.

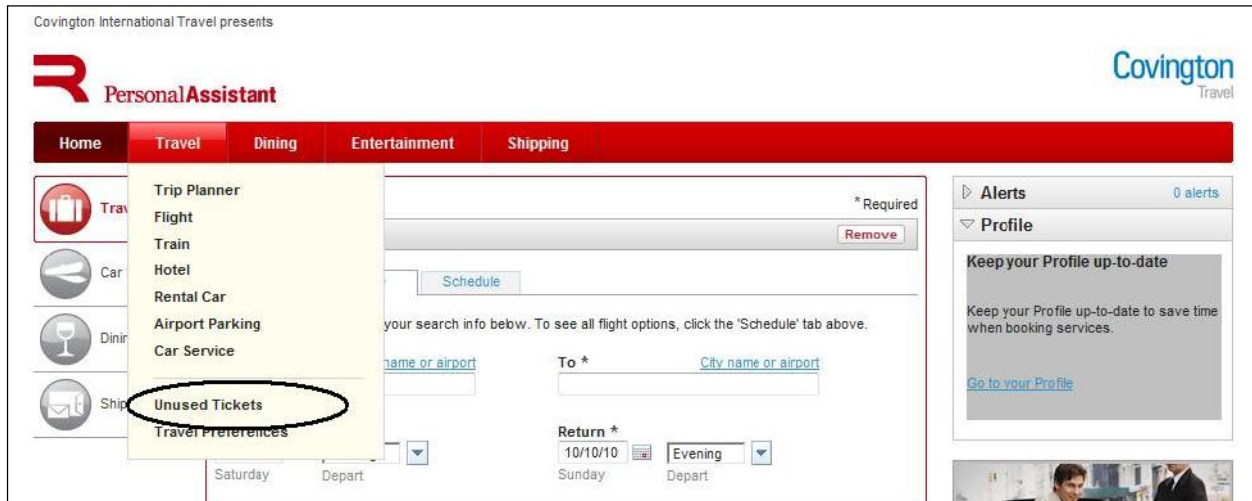
Changes and Exchanges

I have an unused nonrefundable ticket that I want to use towards a new trip. How do I apply it?

- Under **Travel** on the main menu bar, choose **Unused Tickets**.

It will show you all of the unused tickets that you previously booked through Deem. When you are searching for flights, Deem will automatically list your unused Deem tickets under the appropriate airline options, and give you the opportunity to apply it to your new trip.

If you have an unused ticket that was originally booked through one of our travel counselors, the value of that ticket will be applied towards your new ticket, as applicable.



Travel

The screenshot shows the "Travel | Unused Tickets" page. It features a table with the following data:

Airline	Ticket Number	Expiration Date	Original Cost*	Change Fee	Status
United Airlines	0167836817477	January 06, 2011	\$327.36	\$150.00	Available

* The original ticket cost does not indicate its current value.

- Search for your new flights as you normally would.
- On the **Select Your Flights** screen, you will notice **Unused Ticket** referenced by the applicable airline and flight options.

Travel | Select your flights

View results by ▶ Price **Schedule** View Trip ▼

Your search returned results for 7 airlines

All airlines	AirTran Airways	Delta Air Lines	Multiple Airlines	United Airlines	Continental Airlines	US Airways
Non-stop	\$203	\$203	---	---	---	---
1 stop	\$303	\$292	\$214	\$270	\$307	\$331
Unused Tickets	---	UNUSED TICKET	---	---	---	---

Airfares are subject to change. Total fare includes [taxes and fees](#).

Your Search [Modify Search](#)

18 of 422 results ([Show All](#))
[Reset to original search](#)
[View all times and airports](#)

Flight Times:
[Leave](#) [Return](#)
 Tuesday, 7/20/10
 Depart: Tue 6:00AM - Tue 12:00PM

Sort by: Company Policy | **Cost** | [Departure](#) | [Arrival](#) | [Duration](#) 1-10 of 18 ▶▶

\$203 per person [Select](#)

Delta Air Lines 1865 [More Details](#)
 RIC | 7:05 AM (Jul 20)
 ATL | 9:00 AM
 Restricted Coach
 1h 55m (Non-stop) | [Seat map](#)

Delta Air Lines 1096 [More Details](#)
 ATL | 9:37 PM (Jul 23)
 RIC | 11:20 PM
 Restricted Coach
 1h 43m (Non-stop) | [Seat map](#)

- After selecting your flights, on the **Trip Summary** page, it will calculate the cost of your trip, taking into account any change fees and subtracting the value of the nonrefundable ticket that you are applying.

Trip Cost Summary

Purchase Flights	Estimated Cost	Taxes & Fees	Cost
Flights: Traveller 1	\$168.37	USD \$34.03	\$202.40
Less estimated Delta Air Lines unused ticket value:		USD \$35.30	
		Total estimated airfare:	USD \$167.10

Total trip cost: \$167.10
 All totals are estimated.

[Start over](#) [Change this trip](#) [Continue](#)

- After confirming your flights, choose **Continue**, and proceed as normal to the **Purchase Trip** page. Confirm your information on this page, and then choose **Purchase**.

I need to make a change to a reservation I made in Deem. Can I do that online?

Simple changes can be made to deem bookings online. For more complex changes, please contact one of Covington's knowledgeable full-service counselors.

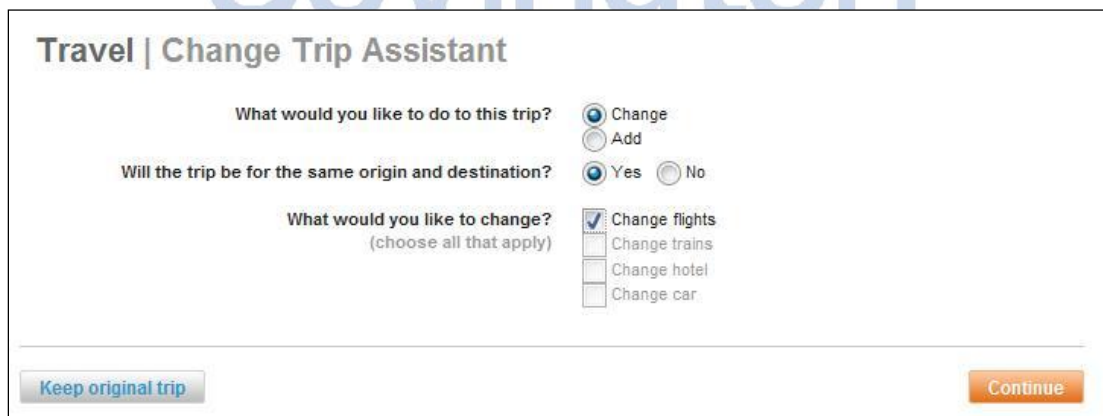
For simple changes:

- On the **Home** page, under **Upcoming Reservations**, click on the trip that you want to change
- Under **Travel Tools**, click on **Change this Trip**



The screenshot shows the 'Upcoming Reservations' section of a website. It lists two flights: one on Tuesday, 8/10/10, and another on Tuesday, 8/24/10. The 8/24/10 flight is expanded to show details: AA 4067 RIC to ORD (6:00AM / 7:10AM) with reservation number NMDSCH. To the right of the flight details is a 'Travel Tools' sidebar containing links for 'View details', 'Book again', 'Change this trip' (which is circled in red), 'Cancel this trip', and 'Print itinerary'. Below the sidebar is a section titled 'You might also need:'.

- The next page will ask what changes you would like to make to your itinerary. Select all that apply and click **Continue**



The screenshot shows the 'Travel | Change Trip Assistant' form. It asks 'What would you like to do to this trip?' with radio buttons for 'Change' (selected) and 'Add'. It then asks 'Will the trip be for the same origin and destination?' with radio buttons for 'Yes' (selected) and 'No'. The next question is 'What would you like to change? (choose all that apply)' with checkboxes for 'Change flights' (checked), 'Change trains', 'Change hotel', and 'Change car'. At the bottom, there are two buttons: 'Keep original trip' and 'Continue'.

- Continue to follow the prompts until you have made the appropriate changes to your itinerary

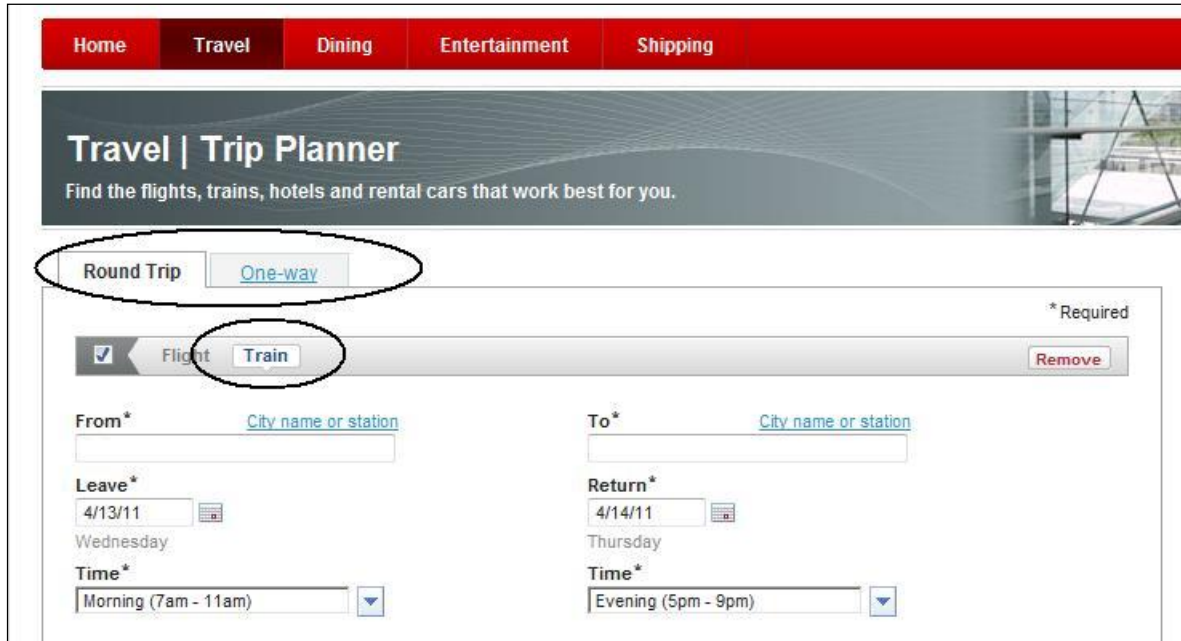
Note: Flight changes are only available for e-tickets that include a single carrier.

Booking Train Reservations in Deem

How do I search for train schedules in Deem?

Under the **Travel** tab, choose **Trip Planner**. Select **Train** in the top section.

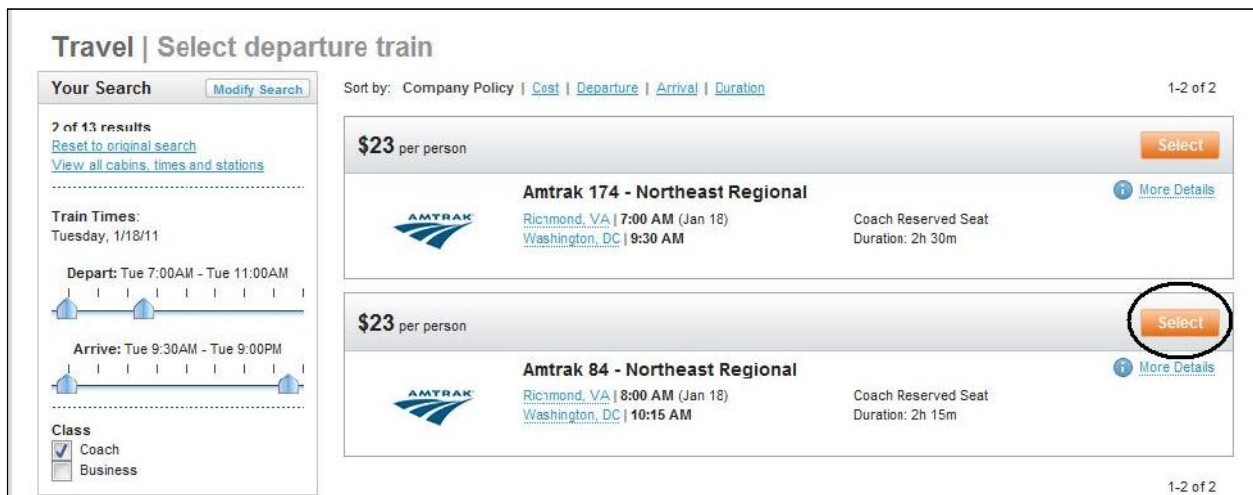
Select **Round Trip** or **One-Way**. Enter your city names or train station, departure date and time.



Notes:

If your outbound train station is not equipped with either a self-serve kiosk or a full-service counter (ex: Ashland, VA), you will not be able to have your ticket printed. For this reason, a paper ticket is recommended. Instead of using Deem, please call one of our Covington travel counselors to complete your reservation.

Select your preferred departure and return train from the display:



The next screen will recap your choice and you will click **Continue** to proceed with purchasing your ticket.

On the **Purchase Trip** page you have the option to include any rail membership numbers you may have. You may also include these numbers before booking in your profile.

Travel | Purchase Trip

Name your trip

Traveler Information * Required

Name
Xander Xanderson

Email *
xander@covtrav.com

Business Phone *
(Enter at least one phone number)
Business
804-747-7077

Business Mobile
804-555-5555

Rail membership **Number**

Amtrak

Optional preferences

** Please contact your provider to verify special requests.

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

In the **Billing** section of the **Purchase Trip** page you will be required to provide the **Verification Code** and **Billing Address** of your credit card before the purchase can be completed.

Billing

Train

"Corporate" *****1111 [View / Edit](#)

Verification Code*

Billing Address

Country * United States

Street address *

Apartment / Suite

City *

State * - select -

ZIP code *

Click **Purchase** to complete.

Booking Hotels in Deem

How do I look for a specific hotel?

If you know the name of the hotel you are looking for, you can choose **Narrow Your Choices** from the **Select Your Hotel** page. In this area, you can narrow your search by:

- **Hotel Name**
- **Brand**
- **Distance**
- **Star Rating**
- **Amenities.**

The screenshot displays the 'Travel | Select Your Hotel' interface. At the top, there is a 'Hotel Search Map' showing a map of Richmond, VA, with a red pin indicating the search location near the airport. Below the map, the search criteria are listed: 'Richmond International Airport (Byrd Field)', 'Check-in: Fri, 18 Sep, 2009', and 'Check-out: Sat, 19 Sep, 2009'. A 'Narrow Your Choices' button is highlighted with a red circle. To the right of the search criteria, there is a 'Sort by' dropdown menu set to 'Preferred' and a pagination indicator '1 - 10 of 155'. The search results are displayed in a list format, with the first two results visible: 'Homewood Suites Airport' (1.3 mi from the airport, \$90 a night) and 'Holiday Inn Express' (1.4 mi from the airport, \$79 a night). Both hotels are marked as 'PREFERRED' and have a star rating of 4.5 stars. The 'Narrow Your Choices' button is located in the left sidebar of the search results area.

Hotel Booking Tip: Always check the cancellation policy when booking hotels. Some hotels have nonrefundable rates, and others have policies that require cancellation ranging from the same day to several days or weeks in advance. **Please make note of the cancellation policy before you book a hotel.**

There are several places that show you the cancellation policy of a hotel:

- In the **Room/Rate details**

Check-in: Tue, Jul 20, 2010
Check-out: Wed, Jul 21, 2010

Narrow Your Choices

Your search returned 166 Hotels
[Show all](#) | [Set to my Hotel preferences](#)

By Hotel name, Brand

Hotel name
Wingate

Brand
 6 Club Continents Group IC InterContinental Intercontinental Priority Six (23)
 All Hotels (1)

1 from **\$94** per night corporate rate

Wingate by Wyndham - Richmond PREFERRED
19.2 mi from Richmond International Airport (Byrd Field)
[Photos](#) | [Amenities](#)
 Compare

\$94 per night **King**
NONSMOKING 1 KING BED/COFFEE MAKER/ FREE HIGH SPEED INTERNET/ HOT BKFST COVINGTON INT TRAVEL
[Room/Rate details](#)

\$94 per night **Queen**
NON SMOKING 2 QUEEN BEDS. FREE HIGH SPEED INTERNET/ BREAKFAST COVINGTON INT TRAVEL
[Room/Rate details](#)

- In the **Review Your Trip** page

Covington International Travel presents

PersonalAssistant Covington Travel

[Home](#) [Travel](#)

Travel | Review your trip

Hotel

Wingate by Wyndham - Richmond PREFERRED
13991 N Grayton Rd
Richmond, VA 23233
US
804-421-1600
[Hotel Details](#) | [Room/Rate details](#)
Check-In: Tue Oct 19, 2010
Check-Out: Wed Oct 20, 2010
Rate: \$94 per night
Room: King
Number of guests: 1
[Cancellation policy](#)

\$94 per night

Tools

- [See all Rooms at this Hotel](#)
- [See all Hotels](#)

Hotel Booking Tip: You can compare up to three hotels from the hotel availability page. After selecting your three hotels click **Compare Now**. You can select your hotel of choice from the comparison screen by clicking **Select**.

The screenshot shows a list of three hotels for comparison. Each entry includes a price, a 'Compare now' button (circled in black), and a 'See room rates' button. The first hotel is Hyatt Place Richmond Airport at \$87/night. The second is Omni Richmond Hotel at \$189/night, marked 'No Rooms Available'. The third is Crowne Plaza Downtown at \$140/night.

Hotel Comparison			
	 Hyatt Place Richmond Airport 4401 S Laburnum Ave Richmond, Virginia 23231 PREFERRED	 Omni Richmond Hotel 100 S 12th St Richmond, Virginia 23219 PREFERRED	 Crowne Plaza Downtown 555 E Canal St Richmond, Virginia 23219 PREFERRED
Price	from \$87 per night	from null null per night	from \$140 per night
Distance	2.5 mi	6.5 mi	6.8 mi
Star Rating		★★★★☆	★★★★☆
Policy			
Bar Lounge		✓	✓
Broadband internet			
Business center		✓	✓
Fitness room			
Free airport transportation	✓	✓	✓
Free parking			
Limited room service		✓	✓
Wireless internet			
Close	Select	Select	Select

Booking Rental Cars in Deem

How do I book a rental car in Deem?

From the **Home** page, you can include a car on your itinerary by leaving the box next to **Rental Car** checked. Deem will also match your rental car search with your flight times and destination. If you need to pick up or drop off your car on alternate dates or times just uncheck this box. Then you will be able to change your search dates and times. You will also be able to search not only by **Airport** but also by **Station** and **Address**.

On the **Choose Your Car** page, you will be shown a matrix of all vehicles available with their rates per day. Cars can be reserved below and are sorted based on company preferred vendors, price and then your preferred car type.

Tip: Be sure to check the Mileage and Rates link for any extra mileage charges.

Your search returned results for 8 rental car providers.

All vehicles	Hertz Hertz	Alamo Alamo Rent A Car	AVIS Avis	Budget Budget	Dollar Dollar
Min. Car/Van	---	\$620/day	\$122/day	\$120/day	\$75/day
Economy	\$96/day	\$82/day	\$74/day	\$88/day	\$56/day
Compact	\$66/day	\$62/day	\$73/day	\$70/day	\$61/day
Intermediate	\$66/day	\$77/day	\$68/day	\$73/day	\$64/day
Standard	\$67/day	\$72/day	\$64/day	\$100/day	\$60/day

[Collapse Matrix](#)

Your Search [Modify search](#)

Pick up
William P. Herndon International Airport (ATL)
10/25/11 at 12:31 PM

Drop-off
William P. Herndon International Airport (ATL)
10/27/11 at 6:41 PM

Narrow Your Choices

Showing 16 of 94 Rental Cars. [Show all](#)

by Car Type

- 7-9 Seat
- 4-5 Seater
- Passenger Van

The following car vendor is unavailable during your requested time, see below for specific reason.
Europcar does not have cars that meet your search requirements.

Your search returned 91 results

Sort by [Company Policy](#)

1 - 10 of 91

From **\$65.36** per day
Base Rate: \$47.00 per day, not including taxes and fees

Mileage and Rates		Daily Rate	Extra Day	Extra Hour
Hertz	Intermediate: 24	\$47.00	-	-
	Charge Per Mile	Unlimited	-	-
	Mileage	-	-	-

Reserve


Total estimated cost: \$130.73 including taxes & fees


Car Service

Car service is defined as private car and driver service. Deem provides you with the ability to book a select number of providers that participate in their program. Please contact one of Covington's full service agents if you require further options.


Car service can be booked after you have completed booking an air reservation. On the **Trip Confirmation** page look for the **Reserve Car Service** box. Click on the **Get A Ride** link and follow steps to reserve car.

Travel | Trip Confirmation


 Your reservation has been completed.
Covington Travel is processing your ticket. You will receive an itinerary and confirmation shortly.



Up to 20% off on Car Service
Book online with a trusted Car Service provider and get up to a 20% discount.
[Search Car Service](#)



The Mobile Personal Assistant
View your travel details, flight status, and more when you're on-the-go!
[Download now](#)




Guaranteed Airport Parking
Get a guaranteed spot and convenient shuttle service to and from the airport.
[Search Airport Parking](#)

Trip to Atlanta, GA, US (2)
on Wednesday, January 12, 2011

Traveller: Xander Xanderson
Record locator: J4RJK4
Trip ID: 264041292956068602
Agency: Covington Travel
Message: **For online technical support, contact 804-747-4192 or 800-472-9200 during normal business hours (Monday-Friday 8:30am-5pm ET). **For assistance with travel reservations, contact 804-747-7077 or 888-747-7077 (during normal business hours). **For emergency assistance outside of normal business hours, contact 877-685-4762, ID code CU2.

Travel Tools
[Print itinerary](#)



Flight from: Richmond, VA (RIC)
Delta Air Lines 1918
Date: Wed, Jan 12 EST
Depart: 9:44 AM | Richmond, VA ([RIC](#))
Arrive: 11:30 AM | Atlanta, GA ([ATL](#))

Class: Restricted Coach | **On time:** 90% on time
Plane type: McDonnell Douglas MD88
Arrival terminal: S
Distance: 479 mi
Flight time: 1h 46m Non-stop
Seat:
Xander Xanderson: 23C

Fare: [Fare Rules](#)
Reservation number: HAK2YJ
Status: Confirmed

Total flight time: 1h 46m

Reserve Car Service
[Get a ride to Richmond, VA \(RIC\)](#)
[Get a ride from Atlanta, GA \(ATL\)](#)

You can also reserve car service from the Deem **Home** page by clicking on the **Car Service** icon. Complete the required information and click **Continue**.

The screenshot shows the 'Car Service' reservation form on the Deem Home page. The navigation bar at the top includes Home, Travel, Dining, Entertainment, and Shipping. On the left, there are icons for Travel, Car Service, Dining, and Shipping. The main form area is titled '* Required' and contains the following sections:

- From (Pick-up location) ***: A dropdown menu showing 'My Work, 4401 Dominion Blvd, Glen Allen, VA...'. Below it, the address is listed: 'My Work, 4401 Dominion Blvd, Glen Allen, VA 23060, United States'. There are links for '(Edit)' or '(Enter a new location)'.
- To (Drop-off location) ***: A dropdown menu showing 'Richmond, VA, US (RIC), Delta Air Lines (DL)'. Below it, the location is listed: 'Richmond, VA, US (RIC), Delta Air Lines (DL), # 1918, Departing for Atlanta, GA, US (ATL), Tuesday, January 11, 2011, 9:45 am'. There is a link for '(Edit)'.
- Special pick-up instructions**: A checked checkbox with a text box containing 'pick up at front of building'.
- Special drop-off instructions**: An unchecked checkbox.
- Date/Time & Passengers**:
 - Pick me up**: Radio buttons for 'so I arrive at the airport at:' (unchecked) and 'at this date and time:' (checked).
 - Pick-up date ***: A date picker showing '1/11/11'.
 - Pick-up time ***: Time and AM/PM selectors showing '7:00 am'.
 - Passengers ***: A dropdown menu showing '1'.
- At the bottom, there is a link for 'More search options', the text 'Stop at another address along the way', and a 'Continue' button.

Select a provider from the list returned. On the Reserve page complete required information, confirm ride details and reserve car.

The screenshot shows the 'Reserve' page for car service. It contains the following sections:

- Reservation name**: 'Xander Xanderson', 'Day time phone *': '5047477077'.
- Primary passenger's first name ***: 'Xander', 'Evening phone': [empty].
- Last name ***: 'Xanderson', 'Mobile phone': '5045665555'.
- Email ***: 'xanderson@houston.com'.
- Payment and Contact Information**:
 - Contact name ***: 'Xander Xanderson'.
 - Payment card ***: 'Corporate **** * 111' with a 'View / Edit' link.
 - Contact phone ***: '8017477077'.
- Ride Details**:
 - Provider**: [selected]
 - Tuesday, January 11, 2011**
 - Pick-up time**: 7:00 AM
 - Pick-up location**: 4401 Dominion Blvd, Glen Allen, VA 23060, US. **Pick up instructions**: Pick up at front of building.
 - Drop-off location**: Richmond (RIC) Airport, (Delta Air Lines (DL) Flight #1918 at 9:45 AM).
 - Passengers**: 1. **View more**: Passengers, **Customer service**: (800) 422-6171, **Car type**: Sedan.
 - Rate: \$138.98** to rate.
 - Rules and restrictions**: If you cancel before your chauffeur, please call 800-852-7676. All US-MX estimate includes fuel, taxes and fees. This estimate may change upon completion of ride, when wait-time, tolls, parking and any additional expenses are applied.
- Invitations**: A checkbox for 'Invite guests to share this ride with you.'.
- At the bottom, there are 'Cancel' and 'Back' buttons, and a 'Reserve now' button circled in red.

Emailing Itineraries

How do I get an email of my Deem reservation?

How can I send a copy of my Deem reservation to other people?

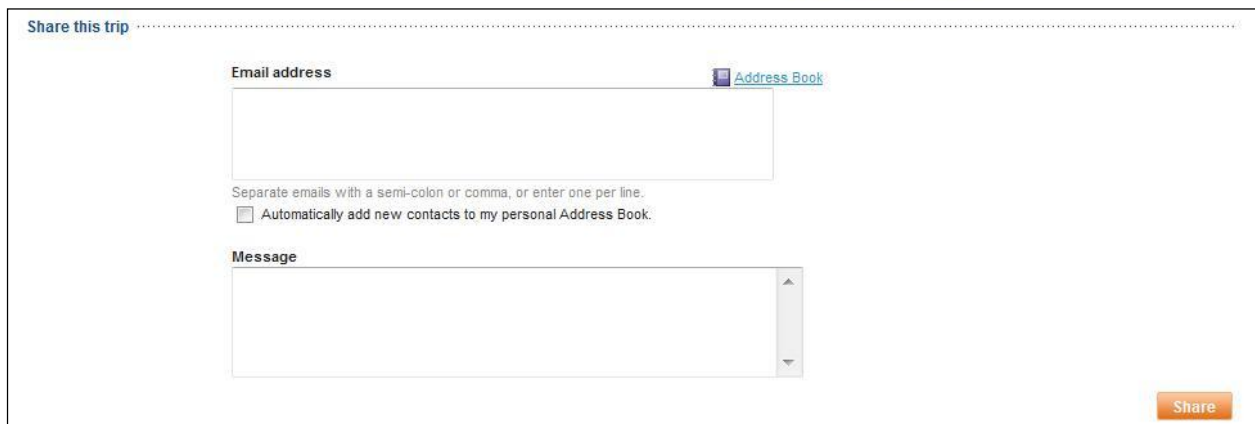
Anytime you complete a reservation, Deem will automatically send a confirmation email to the addresses listed in your travel profile.

If you require an email at a later date:

- On the **Home** page, under **Upcoming Reservations**, click on the specific trip
- Under **Travel Tools**, click on **View Details**



- Under **Travel Tools**, click on **Share**
- Under **Share This Trip**, type in your email address and any other email addresses you would like to send your itinerary to.

A screenshot of the 'Share this trip' form. It has a title 'Share this trip' and a dotted line separator. Below the title, there's an 'Email address' field with an 'Address Book' icon to its right. Underneath the email field, there's a note: 'Separate emails with a semi-colon or comma, or enter one per line.' and a checkbox labeled 'Automatically add new contacts to my personal Address Book.' Below that is a 'Message' field with a vertical scrollbar. At the bottom right corner, there is an orange 'Share' button.

- Click on the **Share** button.

Note: If you are a **Travel Arranger** and would like to receive copies of your traveler's itineraries you will need to add your email to their **Profile** under **Trip Itinerary** in the **Notifications** section.

Deem Mobile Assistant

What does the Deem Mobile Assistant do?

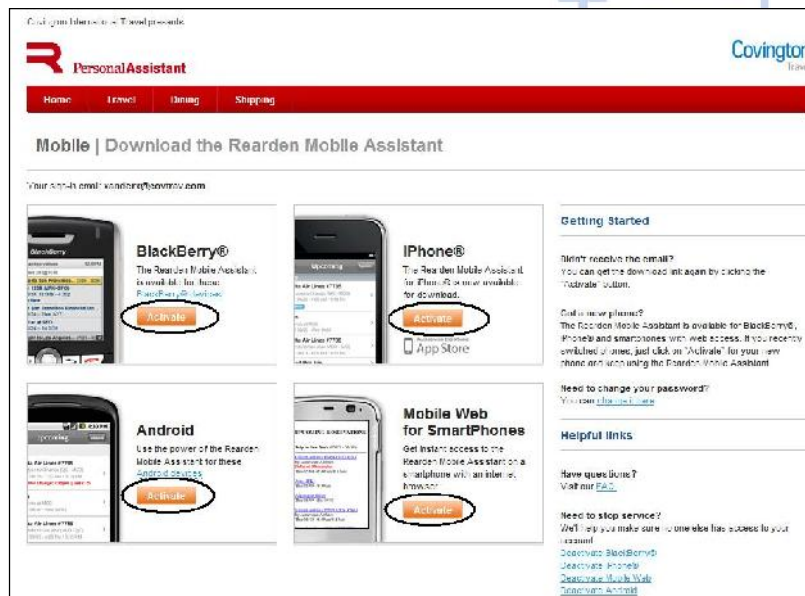
The Deem Mobile Assistant is a mobile application that can be downloaded and displayed on mobile devices. The Deem Mobile Assistant is available for BlackBerry®, iPhone®, smart phones, and Androids with web access.

With the Deem Mobile Assistant, you can:








- View your complete itinerary and any updated info (flight times, terminal, gates, etc.)
- Receive real-time updates on your flight's status including flight cancellations and delays
- Find earlier/later flights for your existing reservations or search for one-way or round trip flights
- Check-in for your flight and get your mobile boarding pass
- View airport parking reservations
- Reserve discounted car service
- Access weather forecasts for all your travel destinations
- Get one click access to your travel agent, hotel, airport parking and car service providers
- View RSVPs from people you've invited to dinner

How do I get started?

If you have not already done so, click **Email me a Link**, provide the email address requested and then click **Go**. You will receive an email message on your mobile device. Click the link in the email to start the download process. To start the application after the download, look for the application icon in your BlackBerry® applications folder or on the home screen, depending on your device model.



Deem Action Buttons and Icons

	Indicates a company preferred vendor
	Click to view the flight seat map
	Reserves the selected trip details
	Indicates your airline booking information
	Indicates your car rental information
	Indicates your lodging information
	Indicates trip with air, car and hotel

Covington
Travel