



up-grade *verb* |'əp,grād; əp'grād|
raise to a higher standard, in
particular improve the experience

Rearden Commerce / Deem Travel Solution User Guide



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Welcome to the Rearden Commerce/Deem Travel Solution

Covington is pleased to offer Rearden Commerce, a full-featured online booking solution, also known as Deem @ Work. Deem gives travelers access to airline, car, and hotel inventory, and includes automatic calendar updates, email, voice, and text messaging, and flight status updates.

Since all Deem online bookings are routed through Covington, travelers are assured of compliance with travel policy, and all reservations are reflected in travel management reports.

Travelers and travel arrangers have the ability to book travel at their convenience, 24/7, using a secure internet based booking solution. Unused ticket information is tracked, highlighted and available to all travelers to view anytime.

In addition, reservations booked in Deem are accessible to Covington's full service travel advisors, in case travelers require additional assistance.

Primary features of the Deem system:

- Air, car, and hotel access; additional options are package shipping, and dining
- User friendly interface
- Travel policy parameters for easy traveler reference
- Reduced bookings fees
- Ability to view and redeem unused tickets
- Ability 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 Deem activation email will be sent to you the next business day after 10am ET. 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 10am 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.



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 blue.
- A checkbox labeled "Remember my username".
- An orange button labeled "Sign in".
- A link labeled "Forgot your username or password?" circled in blue.

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 13.

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.

- 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.

*** **NOTE:** 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.

The screenshot displays the 'PersonalAssistant' interface for flight reservations. The main search area is titled 'Flight' and includes fields for 'From' (Richmond, VA, US (RIC)), 'To' (empty), 'Leave' (6/14/12, Thursday), and 'Return' (6/15/12, Friday). A dropdown menu for departure times is open, showing options: Anytime, Depart, Arrive, Morning, Afternoon, Evening, 12am, 1am, 2am, 3am, 4am, 5am, 6am, 7am, and 8am. A callout box points to the dropdown menu with the text 'Use drop down menu for other time options'. The interface also features sections for 'Hotel' and 'Rental Car' searches, and a sidebar with 'Alerts', 'Profile', 'Go Mobile!', and 'Company News'.

How can I search for the lowest fares available for dates before and after the dates I have selected?

Deem has a Flexible Dates feature that allows you to search up to three days before and after your outbound and return dates. Just select your preferred travel dates and then from the drop down decide how many days you would like to search before and after that date.

You can also search for fares for all the weekends in your preferred month.

The screenshot shows the Covington International Travel website interface. The 'Flexible Dates' tab is selected in the search options. Below it, 'Option 1: Flexible dates' is selected, showing search parameters for departure on 7/25/12 and return on 7/28/12, both with a '3 days before and after' range. 'Option 2: Weekends' is also visible as an alternative search option.

Your fare results will return with the lowest fare available on your preferred travel dates as well as lower fares available on alternate dates. Click the box with the fare you would like to book. This will take you to the flight search page to continue your booking.

The screenshot displays a fare calendar for the route Richmond, VA (RIC) to Orlando, FL (MCO). The table below shows the lowest available fares for various departure and return dates. The lowest fare of \$200 is highlighted for a departure on Tuesday, August 21st, and a return on Tuesday, August 28th.

	Return Sat, Aug 25	Return Sun, Aug 26	Return Mon, Aug 27	Return Tue, Aug 28	Return Wed, Aug 29	Return Thu, Aug 30	Return Fri, Aug 31
Depart Sat, Aug 18	\$235	\$242	\$248	\$238	\$227	\$242	\$289
Depart Sun, Aug 19	\$273	\$256	\$233	\$241	\$222	\$241	\$274
Depart Mon, Aug 20	\$245	\$225	\$213	\$221	\$202	\$221	\$255
Depart Tue, Aug 21	\$224	\$204	\$213	\$200	\$189	\$204	\$253
Depart Wed, Aug 22	\$224	\$204	\$213	\$200	\$189	\$204	\$253
Depart Thu, Aug 23	\$224	\$204	\$215	\$200	\$189	\$204	\$253
Depart Fri, Aug 24	\$262	\$242	\$233	\$238	\$222	\$241	\$274

Below the table, the 'Change dates' section shows the current search parameters: Leave on 8/21/12 (Tuesday) and Return on 8/28/12 (Tuesday), both with a '3 days before and after' range. A 'Search' button is provided to execute the search.

***** NOTE:** This feature is an optional feature and might not be available on your company's sites at this time.

**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.

Covington International Travel presents

PersonalAssistant Covington Travel

Home Travel

Travel | Select your flights

Choose "Price" to sort by lowest fare

Choose "Trip" to see all legs of the trip at once.

See results by ▶ Recommendations Price Schedule View Trip

Your search returned results for 6 airlines

All airlines	United Airlines	American Airlines	Multiple Airlines	US Airways	Delta Air Lines	Southwest Airlines
Non-stop	\$605	\$998	\$998	\$1,589	---	\$470
1 stop	\$615	---	\$407	\$385	\$926	\$474

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

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.

PersonalAssistant Covington Travel

Home Travel Dining Shipping

Travel * Required

Car Service

Dining

Shipping

Flight 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)
 Search nearby airports

To * City name or airport

Leave * 6/14/12 Thursday Anytime Depart

Return * 6/15/12 Friday Anytime Depart

Hotel Add

Rental Car Add

[More search options](#)
Multi-city, One-way, Class, Fare type, etc

Search

Alerts 1 alert

Profile

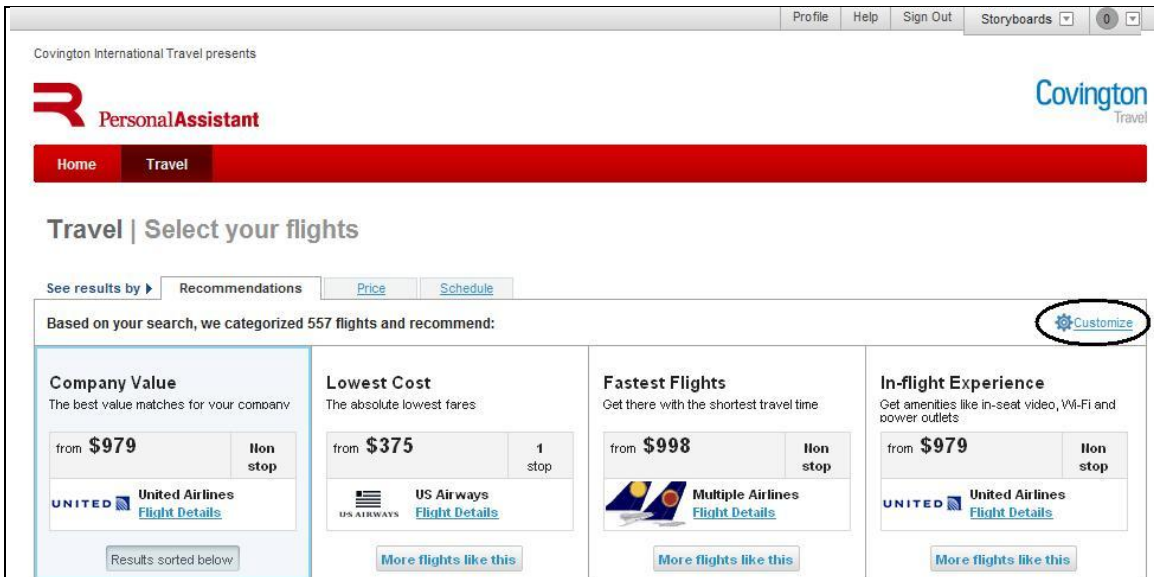
Go Mobile!
View your itinerary, get real-time flight stats, book dining, check weather and more. Now on iPhone and Blackberry.

Download it now

Company News
Covington Travel recommends the Rearden Personal Assistant for making simple domestic air, car, and hotel reservations. It is NOT recommended for more complex itineraries, including international destinations. Please contact one of Covington's knowledgeable full

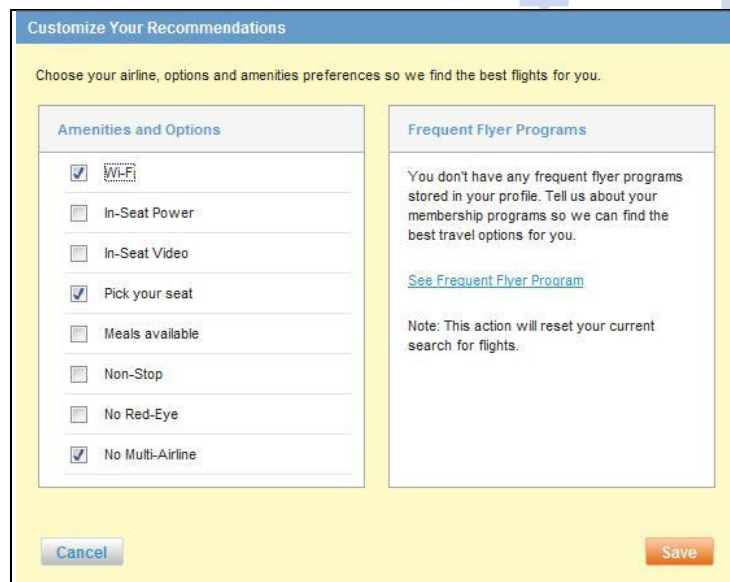
How can I search for flights that have the amenities and options I want?

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 International Travel website interface. At the top, there is a navigation bar with 'Home' and 'Travel' tabs. Below the navigation bar, the main heading is 'Travel | Select your flights'. There are 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 with a gear icon is circled in the top right corner. Below this, there are four recommendation cards: 'Company Value' (from \$979, Non stop, United Airlines), 'Lowest Cost' (from \$375, 1 stop, US Airways), 'Fastest Flights' (from \$998, Non stop, Multiple Airlines), and 'In-flight Experience' (from \$979, Non stop, United Airlines). Each card has a 'More flights like this' button.

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 has a title bar and a subtitle: 'Choose your airline, options and amenities preferences so we find the best flights for you.' It is divided into two columns. The left column, 'Amenities and Options', contains a list of checkboxes: 'WIFI' (checked), 'In-Seat Power' (unchecked), 'In-Seat Video' (unchecked), 'Pick your seat' (checked), 'Meals available' (unchecked), 'Non-Stop' (unchecked), 'No Red-Eye' (unchecked), and 'No Multi-Airline' (checked). The right column, 'Frequent Flyer Programs', contains 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.' and a link 'See Frequent Flyer Program'. A 'Note' at the bottom right states: 'Note: This action will reset your current search for flights.' At the bottom of the dialog are 'Cancel' and 'Save' buttons.

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

*** **NOTE:** This feature is in beta test and might not be available on all sites at this time.

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 interface. At the top, there is a navigation bar with 'Home', 'Travel', 'Dining', and 'Entertainment'. Below this is a header 'Travel | Select your flights'. The main content area shows search results for 7 airlines. A table lists flight options with columns for airline, fare, and a 'Seat map' link. The 'Seat map' links for US Airways flights are circled in red. Below the table, there is a 'Your Search' sidebar with filters for flight times and nearby airports. The main results list shows flight details for US Airways 3698 and 3045, with 'Seat map' links circled in red.

All airlines	Multiple Airlines	US Airways	United Airlines	AirTran Airways	JetBlue	Delta Air Lines
Non-stop	\$150	\$150	---	---	\$150	\$150
1 stop	\$150	\$154	\$151	\$161	\$234	---

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

Your Search [Modify Search](#)

181 of 710 results [\(Show All\)](#)
[Reset to original search](#)
[View all times and airports](#)

Flight Times:
[Leave](#) [Return](#)

Tuesday, 8/18/09

Depart: Tue 6:00AM - Tue 12:00PM

Arrive: Tue 7:00AM - Wed 12:00AM

Nearby Airports

Depart: RIC EWR HPN JFK

Arrive: LGA EWR HPN JFK

Sort by: Company Policy | [Cost](#) | [Departure](#) | [Arrival](#) | [Duration](#) 1-10 of 181

\$150 per person [Select](#)

US Airways 3698 [More Details](#)
(operated by US AIRWAYS EXPRESS-AIR WISCONSIN)
RIC | 7:35 AM (Aug 18) Restricted Coach
LGA | 8:58 AM 1h 23m (Non-stop) | [Seat map](#)

US Airways 3045 [More Details](#)
(operated by US Airways Express - Chautauqua Airlines)
LGA | 7:59 PM (Aug 19) Restricted Coach
RIC | 9:35 PM 1h 36m (Non-stop) | [Seat map](#)

\$150 per person [Select](#)


US Airways 3698 [More Details](#)
(operated by US AIRWAYS EXPRESS-AIR WISCONSIN)
RIC | 7:35 AM (Aug 18) Restricted Coach
LGA | 8:58 AM 1h 23m (Non-stop) | [Seat map](#)

US Airways 4087 [More Details](#)

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.

Travel | Review your trip



Flights


\$160
per person, complete trip

Flight from: Richmond, VA (RIC)
Delta Air Lines 1769
Mon, May 09 EDT
Depart: 6:00 AM | Richmond, VA (RIC)
Arrive: 7:41 AM | Atlanta, GA (ATL)
1h 41m (Non-stop) | Restricted Coach
McDonnell Douglas MD88 | 80% on time
[Choose seats](#) | [Fare Rules](#)
Total flight time: 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



Home Travel

Travel | Seat Selection [< Back](#)

Flights 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 Selected Exit Row 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		B	B	B	B		8
9							9
10							10
11							11
12							12
13							13
	A	C		D	F		

*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.
- If the number is in your profile it will automatically enter when you select the airline from the drop down menu. If you do not have your number saved 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.

Travel | Purchase Trip

Name your trip

Traveler Information * Required

Name
Xander Xanderson

Email *
xanderx@covtrav.com

Date of Birth *
** ** **
Date of birth displayed as ** for security reasons

Gender *
Male

Business Phone
804-747-7077

Optional preferences

Flights [Edit](#)

Meal request: Standard
Special requests: None

** Please contact your provider to verify special requests.

Frequent flyer programs

Number

Enter the frequent flyer number for the airline on which you would like to accrue mileage

Select alternate airline on which you would like to accrue mileage

United Airlines
Transavia
TransBrasil
TUify
Tuninter Airlines
Tunis Air
Turan Air
Turkish Airlines
Turkmenistan Airlines
Twin Jet
Tyrolean Airways
Ukraine Intl Airlines
Ukraine National Air
Ukrainian Mediterranean
Uni Airways
United Airlines
Universal Airlines
Ural Airlines
US Airways
US Helicopter
USA 3000 Airlines

Email Voice message Mobile text

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.

Baggage Fees - Mozilla Firefox

reardencommerce.com https://dominion.reardencommerce.com/rc/baggagefees/action

Checked Baggage Fees

Below you'll find checked baggage fees for the airlines in your itinerary. Baggage fees may vary depending on your fare class, frequent flyer status or destination.

Note: These fees are not included in the total cost of your trip and are collected by the airline at the time of check-in.

jetBlue JetBlue

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

Overweight bag

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

Oversize bag*

63-80 in	USD \$75 / per piece
----------	----------------------

For more detailed baggage fee information, please go to the airline website [JetBlue](#).

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

Close Print

Done

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 or Edit**.
- Choose **People I Can Book For** and then **Become a Delegate**.
- Enter the person's email address, and click **Search**. (Note: they must already have a profile set up in deem and have activated their profile)
- 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.

The screenshot displays the Covington International Travel website interface. At the top, the user's profile is identified as 'Xander's Profile' with the name 'jessicas as xanderx'. A 'Start Assisting' dropdown menu is open, showing a list of delegates: 'Covington, Denny', 'Pitzer, Lisa H', 'Scott, Laurie', and 'Strange, Jessica'. The 'Covington, Denny' option is circled in red. Below the navigation bar, the 'Travel' section is active, showing a flight search form with fields for 'From' (Richmond, VA, US (RIC)), 'To', 'Leave', and 'Return'. The 'Flight' tab is selected, and the search criteria are set to 'Price'. A sidebar on the left contains icons for 'Travel', 'Car Service', 'Dining', and 'Shipping'. A right sidebar shows 'Alerts' (1 alert) and 'Profile' sections.

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 takes 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 booking interface. At the top, there is a navigation bar with 'Home' and 'Travel' options. Below this, a search form for flights is visible, including fields for 'From', 'To', 'Leave' (6/26/10), and 'Return' (6/27/10). A 'Book Again' dialog box is overlaid on the right side of the screen. This dialog box has a title bar and contains the following options:

- Book trip for:** Xanderson, Xander
- Use your original trip
- Book the same Flights with new dates. (Includes fields for Leave: 8/11/09 and Return: 8/14/09)
- Modify your trip

At the bottom of the dialog box are 'Cancel' and 'Continue' buttons. In the background, the 'Upcoming Reservations' section shows a table with columns for date, flight details, and traveler name. A 'Book again' link is circled in the 'Travel Tools' column for the first reservation.

Date	Flight	Traveler	Status
Thu 12/2/10	DL 6356 RIC to LGA (6:20AM / 7:41AM)	L. Scott	Confirmed
Fri 12/3/10	DL 4151 LGA to RIC (8:45AM / 10:19AM)		

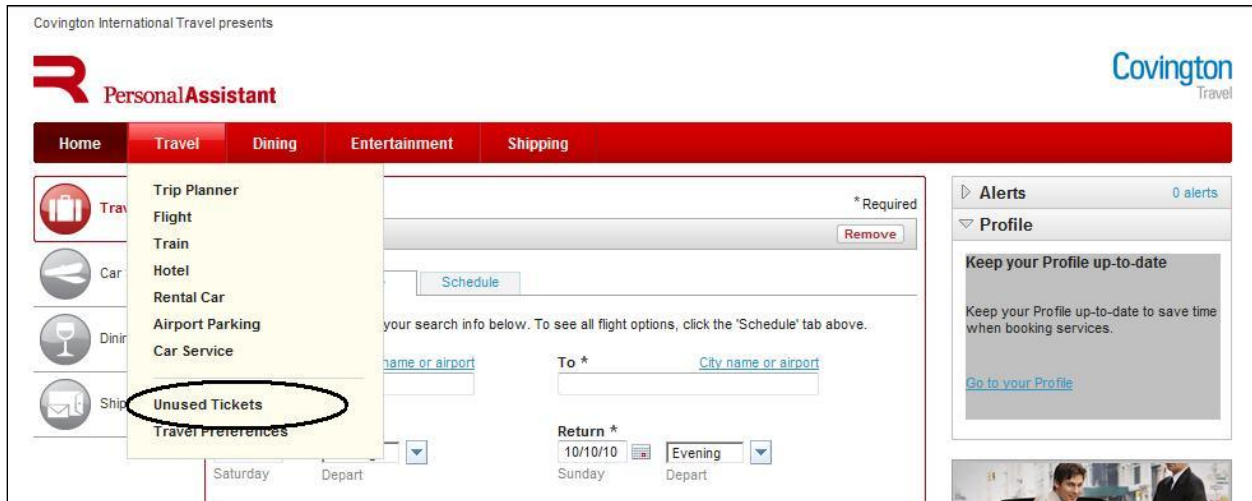
Changes and Exchanges

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



- 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 **UNUSED TICKET** [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
	UNUSED TICKET	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' interface. At the top, it says 'Sort By: Date | Type | Name'. Below this, there are two main reservation entries:

- Tue 8/10/10**: Trip to Chicago, IL, US. N. Slate
- Tue 8/24/10**: Trip to Chicago, IL, US (...). N. Slate

The second entry is expanded to show details for Tuesday, 8/24/10:

- AA 4067 RIC to ORD (6:00AM / 7:10AM)
- Reservation number: NMDSCH

Below this, details for Wednesday, 8/25/10 are shown:

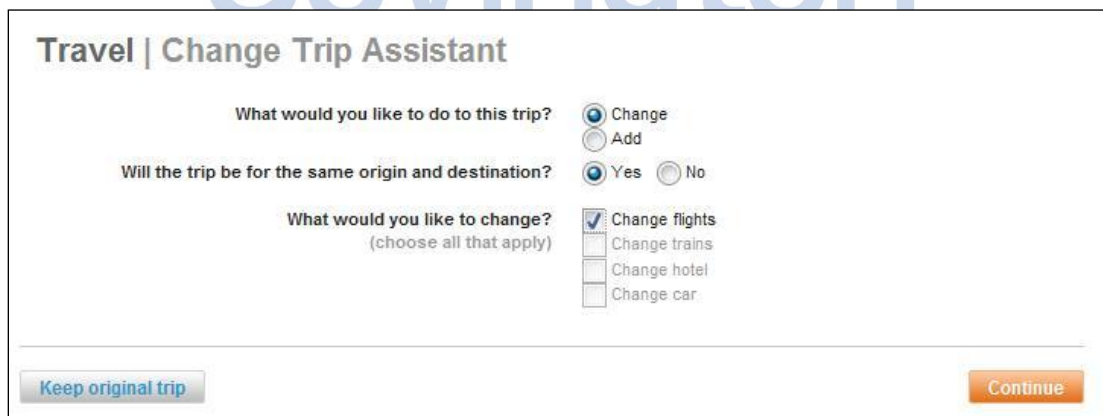
- AA 4169 ORD to RIC (7:50PM / 10:50PM)
- Reservation number: NMDSCH

On the right side, there is a 'Travel Tools' sidebar with the following links:

- View details
- Book again
- Change this trip** (circled in red)
- Cancel this trip
- Print itinerary

At the bottom of the sidebar, it says '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 contains the following questions and options:

- What would you like to do to this trip?**
 - Change
 - Add
- Will the trip be for the same origin and destination?**
 - Yes
 - No
- What would you like to change?** (choose all that apply)
 - Change flights
 - Change trains
 - Change hotel
 - Change car

At the bottom, there are two buttons: 'Keep original trip' (grey) and 'Continue' (orange).

- 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.

The screenshot shows the 'Travel | Trip Planner' interface. At the top, there are navigation tabs: Home, Travel, Dining, Entertainment, and Shipping. Below this is a header for 'Travel | Trip Planner' with the subtext 'Find the flights, trains, hotels and rental cars that work best for you.' The main search area has two buttons: 'Round Trip' and 'One-way', both circled. Below these are two tabs: 'Flight' and 'Train', with 'Train' selected and circled. To the right of the tabs is a '* Required' label and a 'Remove' button. The search form includes fields for 'From*' (City name or station), 'To*' (City name or station), 'Leave*' (4/13/11, Wednesday), and 'Time*' (Morning (7am - 11am)). There are also fields for 'Return*' (4/14/11, Thursday) and 'Time*' (Evening (5pm - 9pm)).

Select your preferred departure and return train from the display:

The screenshot shows the 'Travel | Select departure train' interface. On the left, there is a 'Your Search' box with a 'Modify Search' button. Below it, it says '2 of 13 results' and provides links for 'Reset to original search' and 'View all cabins, times and stations'. There are two 'Train Times' sections: 'Tuesday, 1/18/11' with 'Depart: Tue 7:00AM - Tue 11:00AM' and 'Arrive: Tue 9:30AM - Tue 9:00PM'. Below these are 'Class' options: 'Coach' (checked) and 'Business'. On the right, there are two search results, both priced at '\$23 per person'. The first is 'Amtrak 174 - Northeast Regional' with 'Richmond, VA | 7:00 AM (Jan 18)' and 'Washington, DC | 9:30 AM', 'Coach Reserved Seat', and 'Duration: 2h 30m'. The second is 'Amtrak 84 - Northeast Regional' with 'Richmond, VA | 8:00 AM (Jan 18)' and 'Washington, DC | 10:15 AM', 'Coach Reserved Seat', and 'Duration: 2h 15m'. The 'Select' button for Amtrak 84 is circled. At the bottom right, it says '1-2 of 2'.

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.

The screenshot shows the 'Travel | Purchase Trip' page. At the top, there is a text input field for 'Name your trip'. Below it is the 'Traveler Information' section, which is marked as '* Required'. The user's name is 'Xander Xanderson' and their email is 'xander@covtrav.com'. There are fields for 'Business Phone' (with a sub-field for 'Business' containing '804-747-7077' and 'Business Mobile' containing '804-555-5555') and 'Rail membership'. The 'Rail membership' field is a dropdown menu currently set to 'Amtrak', and it is circled in red. A 'Number' input field is next to it. A note at the bottom of the section reads: '** 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.

The screenshot shows the 'Billing' section of the 'Purchase Trip' page. It includes a 'Train' dropdown menu set to '"Corporate" *****1111' with a 'View / Edit' link. Below this is the 'Verification Code*' field, which is highlighted in red. The 'Billing Address' section includes fields for 'Country*' (set to 'United States'), 'Street address*', 'Apartment / Suite', 'City*', 'State*' (set to '- select -'), and 'ZIP code*'. The 'Verification Code*' and 'Billing Address' sections are highlighted in red.

Click **Purchase** to complete.

NOTE: Under some circumstances an electronic ticket will not be possible, and a paper ticket will have to be issued. The paper ticket will be sent directly from Amtrak under the following guidelines:

- More than 15 days before travel date: via US Mail
- Between 6 and 15 days before travel date: via Express Mail *** a \$15 charge applies for this service.

If you are booking less than 6 days prior to departure and a paper ticket is required, please contact Covington for options.

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 shows the PersonalAssistant Travel website interface. At the top, there is a navigation bar with 'Home', 'Travel', 'Dining', and 'Shipping'. The main heading is 'Travel | Select Your Hotel'. On the left, the 'Your Search' section shows the location 'Richmond International Airport (Byrd Field)', check-in date 'Wed, Jul 18, 2012', check-out date 'Thu, Jul 19, 2012', and 'Guests: 1'. Below this, the 'Narrow Your Choices' section is highlighted with a red circle. It includes a 'Your search returned 178 Hotels' message and a 'Show all | Set to my Hotel preferences' link. There are three filter sections: 'By Hotel name, Brand' with a 'Hotel name' input field and a 'Find' button; 'Brand' with a list of brands including Club Continents Group IC, InterContinental, Aloft Hotels, Baymont Inns, Best Value Inns, Best Western, and Brands Group Hotel Preferred; and 'By Distance' with a 'Search within:' dropdown set to '25 mi'. On the right, the 'Hotel Search Map' shows a map of Richmond, VA, with a 'Hyatt Place Richmond Airport' highlighted. Below the map, the results are sorted by 'Preferred' and show '1 - 10 of 178'. The first result is 'Homewood Suites Airport' with a price of '\$99 per night' and a 4.0 TripAdvisor rating. The second result is 'Holiday Inn Express' with a price of '\$89 per night' and a 3.5 TripAdvisor rating.

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**

Travel | Hotel Details [Back to Search Results](#)




Hyatt Place Richmond Airport PREFERRED

4401 S Laburnum Ave
Richmond, VA 23231 US
1-804-549-4865 (Phone)


Hotel chain: Hyatt
Corporate rate: \$95









Your Search

Check-In: Tue, Jul 17, 2012
Check-Out: Wed, Jul 18, 2012
Guests: 1



TripAdvisor Overall rating
4.5
Based on 94 guest reviews



1 of 9

Room Rates

Room/Rate details	FREE WIFI 42IN TV CONTINENTAL BREAKFAST FREE WIFI AND FREE CONTINENTAL BREAKFAST FREE SHUTTLE WITHIN 5 MI. RADIUS OF HOTEL	Select
\$95 per night	Tue \$95	

- In the **Review Your Trip** page

Travel | Review your trip

Hotel



\$95
per night

Hotel in Richmond, VA
Hyatt Place Richmond Airport PREFERRED

4401 S Laburnum Ave
Richmond, VA. 23231
US
1-804-549-4865
[Hotel Details](#) | [Room/Rate details](#)

Check-In: Tue Jul 17, 2012
Check-Out: Wed Jul 18, 2012
Rate: \$95 per night
Room: King
Number of Guests: 1
Cancellation Policy: See Room/Rate details

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 per night, a 'See room rates' button, the hotel logo, name, distance from the airport, and a 'Compare now' button. The 'Compare now' buttons are circled in red.

- Hyatt Place Richmond Airport:** \$87 per night, 2.5 mi from Richmond International Airport (Byrd Field). Distance is circled in red.
- Omni Richmond Hotel:** \$189 per night, 6.5 mi from Richmond International Airport (Byrd Field). Distance is circled in red.
- Crowne Plaza Downtown:** \$140 per night, 6.8 mi from Richmond International Airport (Byrd Field). Distance is circled in red.

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	Alamo Rent A Car	AVIS	Budget	Dollar
Mini Car/Van	--	\$69/day	\$162/day	\$129/day	\$76/day
Economy	\$96/day	\$62/day	\$71/day	\$96/day	\$59/day
Compact	\$65/day	\$62/day	\$73/day	\$70/day	\$61/day
Intermediate	\$96/day	\$67/day	\$80/day	\$73/day	\$44/day
Standard	\$67/day	\$70/day	\$94/day	\$100/day	\$52/day

[Collapse Matrix](#)

Your Search [Modify search](#)

Pick-up
William B. Hartsfield International Airport (ATL)
10/25/11 at 12:31 PM

Drop-off
William B. Hartsfield International Airport (ATL)
10/26/11 at 5:41 PM

Narrow Your Choices
Showing 16 of 91 Rental Cars. [Show all](#)

by Car Type

2/4 Door
 4-5 Door
 Passenger Van

The following car vendors are 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 16

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 <small>PREFERRED</small>	Price \$47.00	-	-
	Mileage Unlimited	-	-
	Charge Per MI -	-	-

[Mileage and Rates](#) [Car Rental Rules](#)

10/25/2011: Open all day
Shuttle: Terminal shuttle to car

10/26/2011: Open all day
Shuttle: Terminal shuttle to car

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.



[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. At the top, there is a navigation bar with 'Home', 'Travel', 'Dining', 'Entertainment', and 'Shipping'. The 'Car Service' icon is highlighted. The form includes fields for 'From (Pick-up location) *' and 'To (Drop-off location) *'. The 'From' location is 'My Work, 4401 Dominion Blvd, Glen Allen, VA, US' and the 'To' location is 'Richmond, VA, US (RIC), Delta Air Lines (DL)'. Below these are checkboxes for 'Special pick-up instructions' (checked) and 'Special drop-off instructions'. The 'Date/Time & Passengers' section includes a 'Pick me up' section with radio buttons for 'so I arrive at the airport at:' and 'at this date and time:'. The 'Pick-up date *' is '1/11/11', 'Pick-up time *' is '7:00 am', and 'Passengers *' is '1'. There is a 'Continue' button at the bottom right.

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 includes sections for 'Reservation name', 'Primary passenger first name *', 'Last name *', 'Email *', 'Day time phone *', 'Evening phone', and 'Mobile phone'. The 'Payment and Contact Information' section includes 'Contact name *', 'Contact phone *', and 'Payment card *'. The 'Ride Details' section shows the provider 'BostonCoach', the date 'Tuesday, January 11, 2011', pick-up time '7:30 AM', pick-up location '4401 Dominion Blvd, Glen Allen, VA 23060, US', drop-off location 'Richmond (RIC) Airport', and a rate of '\$138.98 flat rate'. There are 'Cancel' and 'Back' buttons at the bottom left, and a 'Reserve now' button at the bottom right.

*** Please note:

Receipts: Receipts for car service cannot be generated through deem. You will need to obtain your receipt directly from the car service provider.

Cancellations: If you need to cancel, you must do so through deem or by contacting the car service provider directly. Covington full-service agents will not have access to your car service details.

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.

The screenshot shows the 'Share this trip' form. It has a title 'Share this trip' and a subtitle 'Email address' with an 'Address Book' icon. There's a text input field for the email address. Below it, 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.' There's also a 'Message' text area and a 'Share' button at the bottom right.

- 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.

Rearden Mobile Assistant

What does the Rearden Mobile Assistant do?

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

With the Rearden 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.

Covington International Travel presents

PersonalAssistant Covington Travel

Home Travel Dining Shipping

Mobile | Download the Rearden Mobile Assistant

Your sign-in email: xanderx@covtrav.com

BlackBerry®

The Rearden Mobile Assistant is available for these BlackBerry® devices.

[Activate](#)

iPhone®

The Rearden Mobile Assistant for iPhone® is now available for download.

[Activate](#)

App Store

Android

Use the power of the Rearden Mobile Assistant for these Android devices.

[Activate](#)

Mobile Web for SmartPhones

Get instant access to the Rearden Mobile Assistant on a smartphone with an internet browser.

[Activate](#)

Getting Started

Didn't receive the email?
You can get the download link again by clicking the "Activate" button.

Got a new phone?
The Rearden Mobile Assistant is available for BlackBerry®, iPhone® and smartphones with web access. If you recently switched phones, just click on "Activate" for your new phone and keep using the Rearden Mobile Assistant.

Need to change your password?
You can [change it here](#).

Helpful links


Have questions?
Visit our [FAQ](#).

Need to stop service?
We'll help you make sure no one else has access to your account.
[Deactivate BlackBerry®](#)
[Deactivate iPhone®](#)
[Deactivate Mobile Web](#)
[Deactivate Android](#)








Rearden Demo Links

For video tutorials on the different services available in Rearden click on the link below.

<http://www.reardencommerce.com/resources/demos.html>

- If unable to view the video link click the Compatibility View icon  that appears beside the address bar and then refresh the page.

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