



# Deem Travel: Partner Dashboard Training

Day 2 – Travel Policies, Display Configurations and Rates

April 2021

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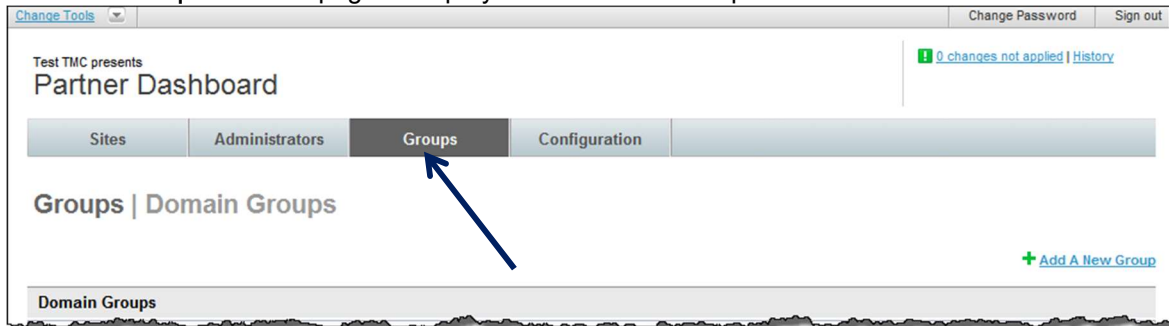
## 2.2 The Groups Tab

There are several areas in the dashboard where domain groups are used to define, grant, or limit access to services. These site groups are defined on the Groups tab.

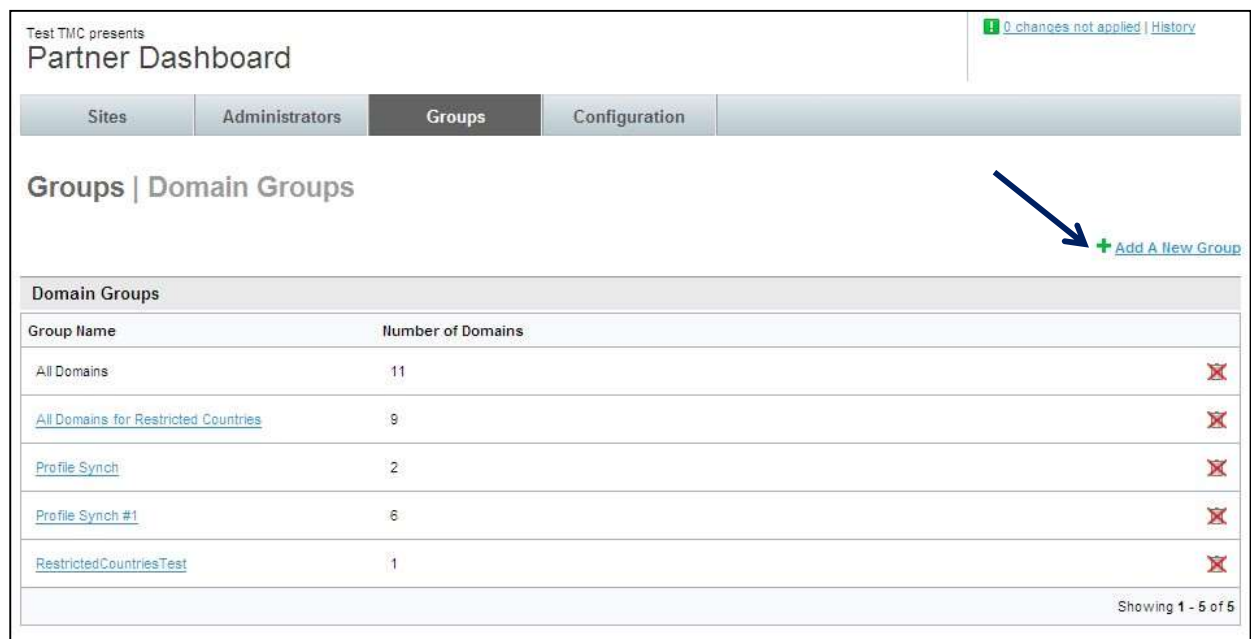
### 2.2.1 Define a Group of Sites

To define Domain Groups:

1. Access the Deem Travel Partner Dashboard using a dashboard User Name and Password.
2. The **Sites | Overview** page is displayed. Select the Groups tab.



3. The **Groups | Domain Groups** page is displayed. Click the **Add A New Group** link.



4. The **Groups | Add / Edit Domain Groups** page is displayed. Enter a **Domain Group Name** for the group
5. Click a site / domain name in the right box to highlight it and click the **Add** button to add it to the group and move it to the left box. More than one site can be selected by holding down the control key.

Sites Administrators **Groups** Configuration

[Back to Overview](#)

## Groups | Add / Edit Domain Groups

Domain Group Name:

*Domains In Group*

*Domains Not In Group*

- 4testcompanytemplate-testtmc
- 4testcompanytestsite-testtmc
- 4testims-testtmc
- 4testrestricted-testtmc
- abccompany-testtmc
- bland-testtmc
- Demosite-testtmc
- testagency-testtmc
- testcompany-testtmc
- trainingcompany-testtmc

< Add

Remove >

<< Add All

Remove All >>

**Description:** (optional)  
Enter up to 256 characters.

\*

6. Once all the sites / domains have been added to the group, click the **Save** button to save changes. Commit changes.

### 2.2.2 Display Groups to Which a Site Belongs

1. To display the **Domain Groups** to which a site belongs:
2. Access the Deem Travel Partner Dashboard using a dashboard User Name and Password.



# 1 Managing the Site Tabs – The Services Tab

The Partner Dashboard at the site level is made up of several tabs. These tabs include the Settings, Users, Services, Groups, Rules, Reports and the Profiles tabs of which all but the Profiles tab will be covered in these classes. The Profiles tab is covered in the Advanced User Data class.

## 1.1 Travel Display Configuration

What the traveler will see on the Travel Page of Deem is determined by settings in the Display Configuration. When a site is created, default display settings are pre-configured based on the template used to clone the site, or if the site was not the result of a template clone, the settings are the Deem defaults.

Once the Display Configurations have been set up, they are assigned to groups of travelers. When a site is created, the Everyone Group is established, but as the need for different travel requirements arise, new groups can be added. An example would be the VIP group. Groups are discussed in the Day 3 Manual.

1. Click the **Services** tab.
2. The **Services | Travel** page is displayed. Click the **Policy Display** link.

Settings	Users	Services	Groups	Rules	Reports	Profiles
<b>Services   Overview</b>						
<b>Travel</b> <ul style="list-style-type: none"><li>Travel Agency</li><li>Vendors</li><li>Travel Policy</li><li>Policy Display ←</li><li>Compliance Codes</li><li>Custom Fields</li><li>Alternate Airports</li><li>Site Payment Cards</li><li>Corporate Payment Cards</li><li>Private Rates</li><li>Hotel Per Diem</li><li>Reference Points</li><li>Restricted Countries</li></ul>	<b>Airport Parking</b> <ul style="list-style-type: none"><li>Configurations for Groups</li><li>Policies</li></ul>	<b>Expense</b> <ul style="list-style-type: none"><li>Additional charges apply when Expense is enabled.</li><li>General Settings</li><li>Configurations for Groups</li><li>Load Default Expense Settings</li><li>Payer Management</li></ul>				
	<b>Car Service</b> <ul style="list-style-type: none"><li>Configurations for Groups</li><li>Policies</li></ul>	<b>Shipping</b> <ul style="list-style-type: none"><li>General Settings</li><li>Configurations for Groups</li><li>Provider Accounts</li><li>Policies</li></ul>				

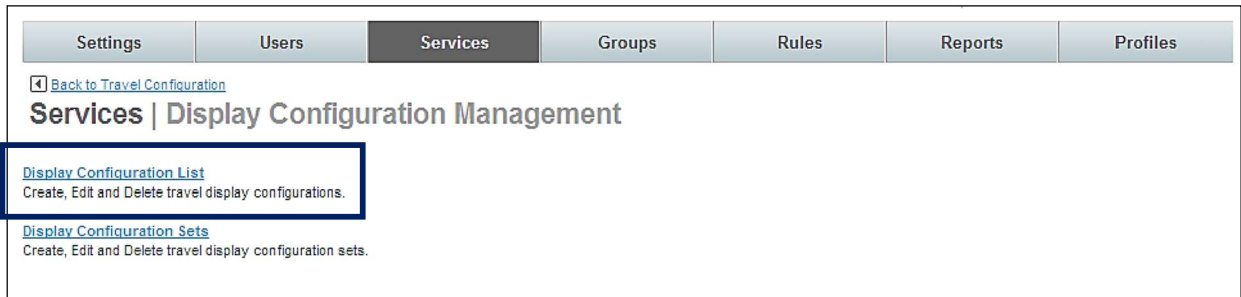
3. The **Services | Display Configuration Management** page is displayed.

**Note:** The Display Configuration page follows the List and Set structure discussed earlier. First, we will look at the List of options.

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### 1.1.1 Display Configuration List Items

1. Click the **Display Configuration List** link



Settings Users **Services** Groups Rules Reports Profiles

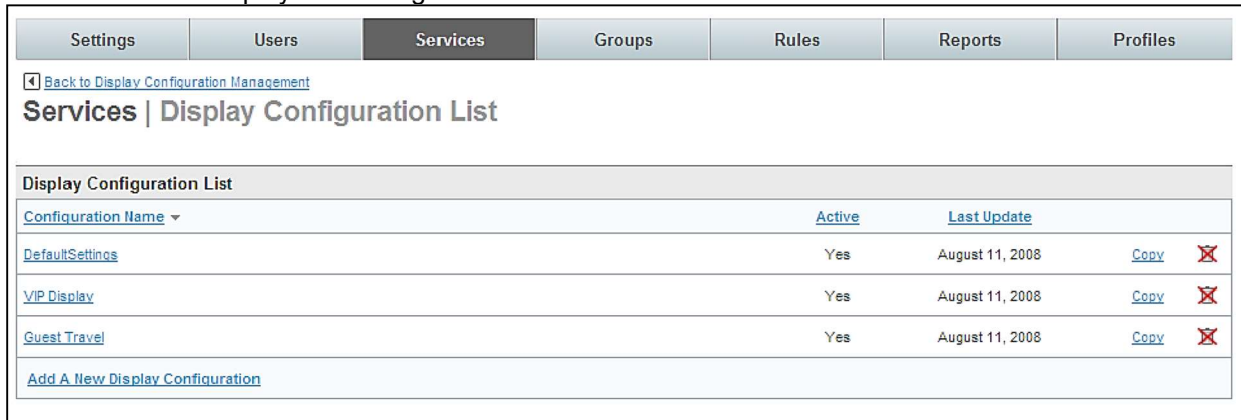
[Back to Travel Configuration](#)

## Services | Display Configuration Management

[Display Configuration List](#)  
Create, Edit and Delete travel display configurations.

[Display Configuration Sets](#)  
Create, Edit and Delete travel display configuration sets.

2. The **Services | Display Configuration List** page is displayed. The records displayed are the individual display policies established for this site. Click the **Add A New Display Configuration** link to add a new configuration or click the **Configuration Name** link to display an existing list.



Settings Users **Services** Groups Rules Reports Profiles

[Back to Display Configuration Management](#)

## Services | Display Configuration List

Display Configuration List				
Configuration Name ▾	Active	Last Update	Copy	Delete
<a href="#">DefaultSettings</a>	Yes	August 11, 2008	<a href="#">Copy</a>	<a href="#">X</a>
<a href="#">VIP Display</a>	Yes	August 11, 2008	<a href="#">Copy</a>	<a href="#">X</a>
<a href="#">Guest Travel</a>	Yes	August 11, 2008	<a href="#">Copy</a>	<a href="#">X</a>
<a href="#">Add A New Display Configuration</a>				

3. The **Services | Add or Edit** page is displayed. Complete the page:

Settings	Users	Services	Groups	Rules	Reports	Profiles
<a href="#">Back to Display Configuration List</a>						
<h2>Services   Edit</h2>						
<h3>Travel Display Configuration</h3>						
<input checked="" type="checkbox"/> Activate Configuration						
Configuration Name: <input type="text" value="Baseline - Display"/>						
<h3>Policy Display Configuration</h3>						
Evaluate itineraries for compliance with travel policies: <input checked="" type="radio"/> Yes <input type="radio"/> No						
Enter one or more email addresses that will receive travel authorization email replies: <input type="text" value="traveladministrator@yourcompany.com"/>						
Display "Policy Compliant" on airline, hotel and rental car search matrix: <input checked="" type="radio"/> Yes <input type="radio"/> No						
<h3>Air Shopping Display Configuration</h3>						

- **Travel Display Configuration:**
  - **Activate Configuration:** Select this checkbox to activate the display policy
  - **Configuration Name:** Enter a name for this display policy that will be meaningful when displayed in a list.
- **Policy Display Configuration:**
  - **Evaluate itineraries for compliance with travel policies:** Yes or No. Selecting Yes will review all itineraries and flag out of policy trips.
  - **Enter one or more email addresses that will receive travel authorization email replies:** This field is currently not used, *but an email address must be entered because this is a required field.*
  - **Display "Policy Compliant" on airline, hotel and rental car search matrix:** Yes or No. This works in conjunction with Evaluate itineraries for compliance with travel policies: Yes or No above. If a trip is within policy, the message "Policy Compliant" will be displayed.
- **Air Shopping Display Configuration:**

### Air Shopping Display Configuration

What mileage radius should the system use to offer alternate airports and cities when a user searches for a single airport or city?  miles

Select a method for shopping airline itineraries:

Select a method for shopping airline itineraries with a non-US origin or destination:

Enabled schedule based shopping for airline itineraries:

Default search method:

Select the earliest limit of the time range that will be used to search all US domestic and Canadian airline availability based on the user's requested time:

Select the latest limit of the time range that will be used to search all US domestic and Canadian airline availability based on the user's requested time:

Select the earliest limit of the time range that will be used to search all non-US domestic and non-Canadian airline availability based on the user's requested time:

Select the latest limit of the time range that will be used to search all non-US domestic and non-Canadian airline availability based on the user's requested time:

Enable shopping for unrestricted fare type:

Enable shopping for refundable fare type:

Select default fare type:

Enable shopping for First Class Cabin:

- **What mileage radius should the system use to offer alternate airports and cities when a user searches for a single airport or city?** Enter the number of miles away from the searched for airport that alternative airports will be displayed. Also select the unit of measure to use when displaying the distance. It is recommended that 60 – 75 miles be used to limit the number of returned flights.
- **Select a method for shopping airline itineraries:** Use super domain method or ITA are recommended methods.
- **Select a method for shopping airline itineraries with a non-US origin or destination:** With GDS price confirmation is the recommended setting.
- **Enabled schedule based shopping for airline itineraries:** May select *Use superdomain setting, Yes or No*. Alternative is *By Price*.
- **Default search method:** *By Price*, so the traveler keeps the price in mind. Unless, this is for attorneys who don't care about the price and the schedule is more important to them.
- **Select the earliest limit of the time range that will be used to search all US domestic and Canadian airline availability based on the user's requested time:** Times range from 1 hour to 1 day in hour increments. It is recommended that 2 hours be selected.
- **Select the latest limit of the time range that will be used to search all US domestic and Canadian airline availability based on the user's requested time:** Times range from 1 hour to 1 day in hour increments. It is recommended that 2 hours be selected.
- **Select the earliest limit of the time range that will be used to search all non-US domestic and non-Canadian airline availability based on the user's requested time:** Times range from 1 hour to 1 day in hour

increments. It is recommended that 4 or 5 hours be selected because of fewer available flights.

- **Select the latest limit of the time range that will be used to search all non-US domestic and non-Canadian airline availability based on the user's requested time:** Times range from 1 hour to 1 day in hour increments. It is recommended that 4 or 5 hours be selected because of fewer available flights.
- **Enable shopping for unrestricted fare type:** Display unrestricted fares?
- **Enable shopping for refundable fare type:** Display refundable fares?
- **Select default fare type:** Select *Lowest Available*, *Fares with no restrictions*, or *Fares that allow refunds*.

The screenshot shows a settings panel for flight search. It includes four sections for enabling shopping for different cabin classes: First Class, Business Class, Coach Class, and Premium Coach. Each section has a checked 'Name' checkbox and radio buttons for 'Use default' and 'Use custom'. The 'Use custom' boxes are empty for the first three, and 'Premium Economy' for the fourth. Below these is a dropdown menu for 'Select Premium Coach airlines' with a list of airlines including Eurostar, American Airlines, Air Canada, Air France, and Alitalia. A text block lists the 'Current Selection' of airlines. Further down are radio buttons for 'Enable shopping for disabled cabin classes' (set to Yes) and 'Display Nearby Airports by default' (set to No). There are dropdown menus for 'Expand flight results to include non-stops when available' (set to No), 'Enable flexible date and weekend search' (set to Yes), and 'Enable flexible fares search' (set to Yes). A dropdown for 'Default the flight results sorting view to:' is set to 'Cost'. At the bottom, there are radio buttons for 'Display Additional SeatMap resources' (set to Yes) and three input fields for 'Seat Map Additional Site' names and URLs, with the first two filled with 'Seatguru.com' and 'http://www.seatguru.com' respectively.

- **Enable shopping for First Class Cabin:** Select the Name: checkbox if this class of service will be displayed. Select the Use default radio button to use the default name, or if a custom name is to be displayed, select the Use custom radio button and enter the name in the box provided.
- **Enable shopping for Business Class Cabin:** Select the Name: checkbox if this class of service will be displayed. Select the Use default radio button to use the default name, or if a custom name is to be displayed, select the Use custom radio button and enter the name in the box provided.
- **Enable shopping for Coach Class Cabin:** Select the Name: checkbox if this class of service will be displayed. Select the Use default radio button to use the default name, or if a custom name is to be displayed, select the Use custom radio button and enter the name in the box provided.

- 
- **Enable shopping for Premium Coach Cabin:** Select the Name: checkbox if this class of service will be displayed. Select the Use default radio button to use the default name, or if a custom name is to be displayed, select the Use custom radio button and enter the name in the box provided.
    - When the Enable shopping for Premium Coach Cabin has been enabled by selecting the Name box, a multi-select box displays. You can select one or more options from the list. Please **Note:** the airlines selected will display below the box.

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**Note:** Any or all of the cabin classes may be selected for this configuration. These radio buttons only enable the display of the classes of service. They do not govern policy around the selections made by the traveler.

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- **Enable shopping for disabled cabin classes:** Yes or No. Will classes not selected be displayed to the traveler?
- **Display Nearby Airports by default:** Yes or No. Will nearby airports be automatically displayed to the traveler, or will they need to select the Nearby Airports checkbox while shopping for flights?
- **Expand flight results to include non-stops when available:** Selecting *Use superdomain setting* or Yes will allow the search results to be expanded to show non-stops when the search criteria otherwise would not have returned them. Selecting No will not expand the search results.
- **Enable flexible date and weekend search:** Selecting *Use superdomain setting* or Yes will display a matrix of flights available over several days to allow selection of the best flight solution. Selecting No will not display the matrix.
- **Enable flexible fares search:** Selecting *Use superdomain setting* or Yes will display up to 4 fare types on the search results page. Selecting No will not display the different fare types.

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**Note:** this feature is currently only available on Sabre.

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- **Default the flight results sorting view to:** Select *Use superdomain setting, Policy / Preferred, Cost, Departure, Arrival, Duration* from the dropdown list to display search results in a defaulted sort.
- **Display Additional SeatMap resources:** Yes or No. Deem provides a general seat map for each type of plane. Currently not in use; recommended best practice to set the value to No.
- **Seat Map Additional Site #1, #2, and #3:** Currently not in use.
- **Seat Map Additional Site #1, #2, and #3 URL:** Currently not in use

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**Note:** Seat Map resources and URLs are currently not in use. A future enhancement will integrate Seat Guru seat data and visual overlay on seat maps

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- **Enable display of personalized flight results?:** Yes or No.
- **Use personalized flight results as default display?:** Yes or No.
- **Allow non-E-ticketable flight solutions?** Yes or No.
- **Enable display of IATA (YY) fares on codeshare flights:** Yes or No.  
This toggle enables or blocks faring solutions from ITA where the plating carrier has fares filed but no permission to issue tickets. An Example is the LHR-FRA market where UA has fares filed for LH code share flights but an agency should not issue tickets on UA stock.
- **Enable airline web fare booking capabilities:** Yes or No. Web fares would include Ryan Air and Easy Jet.
- **Allow flight solutions that require more than one ticket?:** Yes or No.  
Choose Yes to enable split ticketing.

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**Note:** Please review all custom field configurations regarding DSM, PTA and PNR Edits related to total air fare to ensure correct output. You can enter a support ticket if you are not familiar with Java Script.

**Note:** This functionality is limited to Sabre and does not apply to multi-city trips.

**Note:** Split ticket option will only be recommended when the savings is greater than \$50 compared to the single ticket option. The threshold is not configurable and defined as a system default.

- 
- **Enable carbon calculator:** Yes or No. A calculation of the pounds of carbon dioxide used for the trip is displayed to the traveler.

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**Note:** Carbon offsets are not currently displaying the correct calculation. It is recommended to disable this option until this is corrected in a future release.

- 
- **Allow anytime search for flights:** Selecting *Use superdomain setting* or *Yes* will expand the display of flight search results to display “Anytime” as a selectable option. The dropdown will remain available to the traveler to select specific times. Selecting *No* will not display “Anytime” as selectable option.
  - **Default the flight search time to ‘Anytime’?:** This option becomes visible when *Yes* is selected for **Allow anytime search for flights** or when enabled on the Superdomain and *Use Superdomain setting* is selected for the previous setting. When *Yes* or *Use Superdomain setting* is selected, then the default search will be “Anytime”; selecting *No* will not enable “Anytime” as the default.



- **Please Note:** Currently the Air search time is set to be Morning (6am – 12pm) for departures and Evening (6pm – 12am) for return flights.
- **Allow Morning, Afternoon and Evening flight searches?** Selecting *Use superdomain setting* or *Yes* will display options to search by morning, afternoon or evening – this is current behavior. Selecting *No* will not display this option.
- **Out of policy trips to be bookable?:** Selecting *Yes* makes out of policy flights selectable (they will still be called out of policy) and selecting *No* will not allow the selection of out of policy flights.

- **Train Shopping Display Configuration:**

**Train Shopping Display Configuration**

Select the maximum number of travelers that may be booked on any Train trip:

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**Designate behavior the system should use if the rate confirmed at time of booking varies compared to during shopping:**

Continue if fare decreases:  Yes  No

If yes, enter maximum allowed variance amount:

Continue if fare increases:  Yes  No

If yes, enter maximum allowed variance amount:

---

**Train service classes (displays in Trip Planner)**

Enable shopping for First Class Cabin:  **Name:**  Use default First  Use custom:

Enable shopping for Business Class Cabin:  **Name:**  Use default Business  Use custom:

Enable shopping for Coach Class Cabin:  **Name:**  Use default Coach  Use custom:

Allow out of policy trains to be bookable?:  Yes  No

- **Select the maximum number of travelers that may be booked on any Train trip:** Select 1 – 6 from the dropdown list.

---

**Note:** At this time, 1 passenger can be supported.

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- **Designate behavior the system should use if the rate confirmed at time of booking varies compared to during shopping:**
  - **Continue if fare decreases:** Select the *Yes* or *No* radio button.
    - **If Yes, enter maximum allowed variance amount:** Enter the number and select the currency from the dropdown list.
  - **Continue if fare increases:** Select the *Yes* or *No* radio button.
    - **If Yes, enter maximum allowed variance amount:** Enter the number and select the currency from the dropdown list.
- **Train service classes (displays in Trip Planner):**
  - **Enable shopping for First Class Cabin:** Select the checkbox to display this cabin class.



- **Use default *First*:** Select the radio button to use the term *First* when displaying this cabin class, or select the Use custom radio button to use the value entered in the field.
- **Enable shopping for Business Class Cabin:** Select the checkbox to display this cabin class.
  - **Use default *Business*:** Select the radio button to use the term *Business* when displaying this cabin class, or select the Use custom radio button to use a different term for this cabin class.
- **Enable shopping for Coach Class Cabin:** Select the checkbox to display this cabin class.
  - **Use default *Coach*:** Select the radio button to use the term *Coach* when displaying this cabin class, or select the Use custom radio button to use a different term for this cabin class.
- **Out of policy trains to be bookable?:** Selecting *Yes* makes out of policy trains selectable (they will still be called out of policy) and selecting *No* will not allow the selection of out of policy trains.
- **Hotel Shopping Display Configuration:**
  - **How you want to display Hotel results to your users:**
    - **Option 1:** Use Superdomain setting. (Property display will be based on hotel groups configured for the superdomain).

**Hotel Shopping Display Configuration**

How you want to display Hotel results to your users?  Option 1: Use superdomain setting.  
Property display will be based on hotel groups configured for the superdomain.

Option 2: Preferred and non-preferred Hotels are displayed together.  
Users see all the properties at once.  
Preferred properties are automatically displayed first.

Option 3: Sort properties into separate tabs.  
Create tabs (3 maximum), set up which properties will be shown in each tab and decide the display order of properties.

- **Option 2:** Preferred and non-preferred Hotels are displayed together. (End users will see all the properties at once. Preferred properties are automatically displayed first).
- **Option 3:** Sort properties into separate tabs. Create tabs (3 maximum), set up which properties will be show in each tab and decide the display order of the properties.

### Hotel Shopping Display Configuration

How do you want to display Hotel results to your users?

Option 1: Use superdomain setting.  
Property display will be based on hotel groups configured for the superdomain.

Option 2: Preferred and non-preferred Hotels are displayed together.  
Users see all the properties at once.  
Preferred properties are automatically displayed first.

Option 3: Sort properties into separate tabs.  
Create tabs (3 maximum), set up which properties will be shown in each tab and decide the display order of properties.

1. How many tabs do you want?

1  2  3

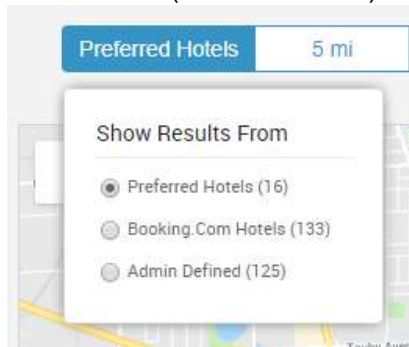
2. Label the tabs with something your users will understand. They will see the tab labels when making their hotel selections.

3. Check the boxes to select the hotel types for each tab. [Hotel Types Definition](#)

- You can rearrange the order properties are shown by using the hotels dropdowns on the left.  
- We recommend at least one tab that includes "Non-preferred Hotels."

Hotel Types	Tab 1 <small>enter tab name</small>	Tab 2 <small>enter tab name</small>	Tab 3 <small>enter tab name</small>
1 Corporate preferred Hotels ▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Corporate preferred chains ▼	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Non-preferred Hotels ▼	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4 Booking.com Hotels ▼	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5 ▼	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 ▼	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 ▼	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1 – How many tabs do you want? In the new user interface, “tabs” equate to list items (as shown below). Select the 1, 2 or 3 radio button.



2 – Label the tabs with something your users will understand. They will see the tab labels when making their hotel selections.

3 – Check the boxes to select the hotel types for each tab.

- You can rearrange the order properties are shown by using the hotels dropdowns on the left.

- It is recommended at least one tab include "Non-preferred Hotels."

- **Hotel Types dropdown list:**
- **Agency Preferred Hotels:** These hotels are loaded either using a manual or automated feed by special arrangement with Deem.
- **Agency Preferred Chains:** These hotels are loaded at the Super Domain level into the Partner Dashboard |

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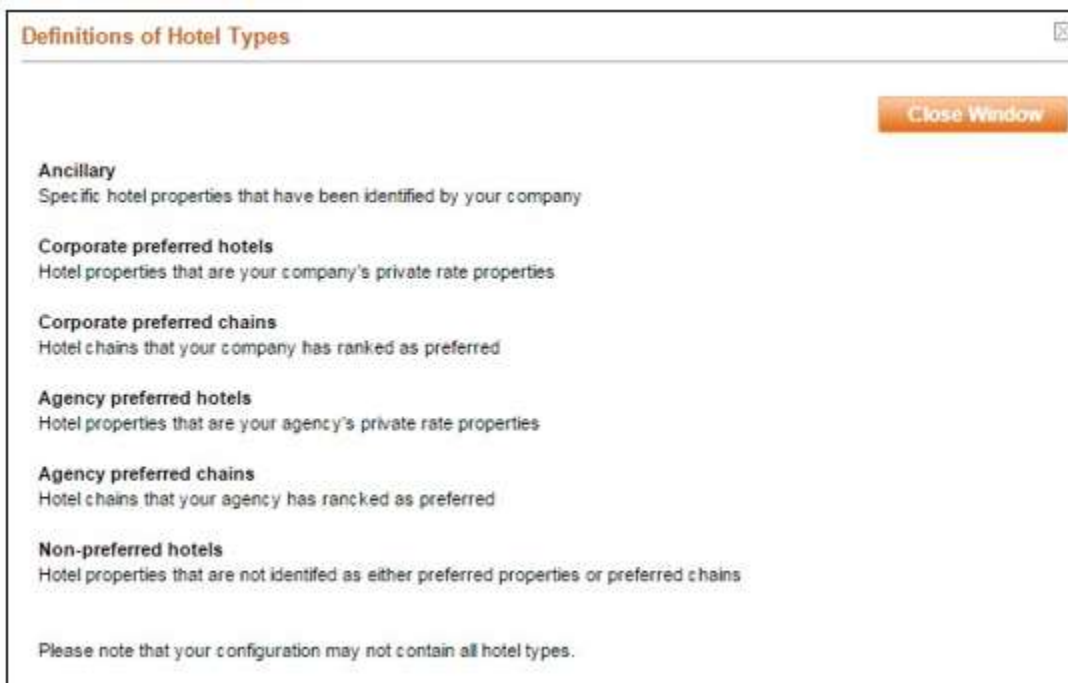
Configuration | Hotel Chain Vendor Preferences by a site administrator with super domain access.

- **Corporate Preferred Hotels:** These hotels are loaded at the site level using the Private Rates Template found at Partner Dashboard | Services tab | Travel | Private Rates by a site administrator with site access.
- **Corporate Preferred Chains:** These hotels are loaded at the site level using hotel chain preferences found within the site at Partner Dashboard | Services tab | Travel | Vendor Management | Hotel Chain Preferences by a site administrator with site access.
- **Booking.com Hotels:** This is ancillary hotel inventory provided by Booking.com. This content must first be activated within the site at Partner Dashboard | Services tab | Travel | Travel Agency | Agency Settings | Ancillary Sources.

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**Note:** Click the Hotel Type Definition link to view more detail. Click Close Window to return.

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**Definitions of Hotel Types**

**Ancillary**  
Specific hotel properties that have been identified by your company

**Corporate preferred hotels**  
Hotel properties that are your company's private rate properties

**Corporate preferred chains**  
Hotel chains that your company has ranked as preferred

**Agency preferred hotels**  
Hotel properties that are your agency's private rate properties

**Agency preferred chains**  
Hotel chains that your agency has ranked as preferred

**Non-preferred hotels**  
Hotel properties that are not identified as either preferred properties or preferred chains

Please note that your configuration may not contain all hotel types.

Select a method for shopping hotel inventory:

Allow a credit card with expiration date before hotel stay to be used as hotel guarantee?  Yes  No

Designate the mileage radius that the system should use when searching for hotels:

Designate the mileage radius that the system should use when searching for reference points:

Select default hotel search radius:

Display the following message to users when they choose a private rate hotel that can only be booked directly by the travel agency:

We're sorry, but we cannot automatically confirm your hotel when you purchase this itinerary. Your travel agency will be alerted and handle contacting the hotel directly to book your stay. Your hotel will have a system status as on request.

Select the maximum number of guests allowed per hotel room booking:

Check real-time availability of hotels?  Yes  No

Get real-time pricing for hotels?  Yes  No

Enable Trip Advisor reviews:

Trip Advisor Disclaimer:

Allow out of policy hotel rooms to be bookable?:  Yes  No

Highlight hotels previously booked by traveler?:

Highlight hotels previously booked by other travelers in company?:

Highlight hotels with matching frequent guest program?:

- **Select a method for shopping hotel inventory:** Select *Use superdomain setting*, *Both GDS and Ancillary*, *GDS* or *Ancillary* from the dropdown list.
- **Allow a credit card with expiration date before hotel stay to be used as hotel guarantee:** Yes or No. Set to Yes will allow the use for hotel late arrival guarantee of a credit card that has an expiration date before the anticipated hotel stay.
- **Designate the mileage radius that the system should use when searching for hotels:** Enter the number of miles away from the searched for hotel city that alternative hotel cities will be displayed. Also select the unit of measure to use when displaying the distance. It is recommended that 60 – 75 miles be used to limit the number of returned hotels.
- **Designate the mileage radius that the system should use when searching for reference points:** Enter the number of miles away from the searched for reference point that alternative reference points will be displayed. Also select the unit of measure to use when displaying the distance. It is recommended that 60 – 75 miles be used to limit the number of returned reference points.
- **Select default hotel search radius:** Select the number to use as the default search radius from the dropdown list. The list will include the radius entered in Designate the mileage radius that the system should use when searching for hotels.
- **Display the following message to users when they choose a private rate hotel that can only be booked directly by the travel agency:** Enter in text that will be displayed to the traveler if the selected hotel can only be booked directly by the travel agency. Be sure not to include travel lingo or HTML code since this message is displayed to the traveler.

- 
- **Check real-time availability of hotels?** Yes or No.
  - **Get real-time pricing for hotels?** Yes or No.
  - **Enable Trip Advisor reviews:** Select *Use superdomain setting*, Yes or No from the dropdown list.
  - **Trip Advisor disclaimer:** Enter up to 500 characters of HTML or plain text to display at the bottom of the list of comments travelers have provided for the property. This typically would be “The comments made by travelers do not reflect the company’s views” or something similar.

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**Note:** While Trip Advisor reviews can be enabled, the custom Trip Advisor disclaimer is not currently active. Adding text in this section will not display online to the traveler.

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- **Out of policy hotel rooms to be bookable?:** Selecting Yes makes out of policy hotel rooms selectable (they will still be called out of policy) and selecting No will not allow the selection of out of policy hotel rooms.
- **Highlight hotels previously booked by traveler?:** Currently not in use.
- **Highlight hotels previously booked by other travelers in company?:** Currently not in use.
- **Highlight hotels with matching frequent guest program?:** Currently not in use.

- **Car Shopping Display Configuration:**
-

- **Restrict car sizes to users? Yes or No.**

- If Yes is selected:

- **Do not display these car sizes:** Select the car sizes to not display. Several can be selected by holding down the control key to select one at a time, or the shift key to select a range.
- **Hide the car matrix on the search results:** Select the Yes or No radio button.
- **Require form of payment for Rental Car only bookings:** Select the Yes or No radio button.
- **Restrict users from booking Hybrids:** Select the Yes or No radio button.
- **Out of policy rental cars to be bookable?:** Selecting Yes makes out of policy rental cars selectable (they will still be called out of policy) and selecting No will not allow the selection of out of policy rental cars.

- **Booking, Change and Cancellation Configuration:**

**Booking, Change and Cancellation Configuration**

Default search form to include flights:  Yes  No

Default search form to include hotel:  Yes  No

Default search form to include rental car:  Yes  No

Allow users to search and book flights:  Yes  No

Allow users to search and book hotels:  Yes  No

Allow users to search and book rental car:  Yes  No

Select the minimum time required before flight time for booking and changing airline flights:  ▼

Select the maximum number of travelers that may be booked on any airline flights:  ▼

Display the option to add Special Handling text on the Trip Purchase page?:  Yes  No

Enable user to change the Traveler Name on the Purchase page?:  Yes  No

Hide the Address field from the Purchase page?:  Yes  No

Hide Emergency Contact field on Purchase page?:  Yes  No

Allow Single use credit card on Purchase Page?:  Yes  No

- **Default search form to include flights:** Yes or No. Should the flight check-box be pre-checked when the search form is presented to the traveler?
- **Default search form to include hotel:** If the TMC or client wants to increase their hotel attachment rate, then we recommend selecting "Yes" for default search form to include hotel.
- **Default search form to include rental car:** Yes or No. Should the rental car check-box be pre-checked when the search form is presented to the traveler?
- **Allow users to search and book flights:** Yes or No. Choose Yes to allow; choose No to prevent users from booking flights.
- **Allow users to search and book hotels:** Yes or No. Choose Yes to allow; choose No to prevent users from booking hotels.
- **Allow users to search and book rental car:** Yes or No. Choose Yes to allow; choose No to prevent users from booking rental cars.
- **Select the minimum time required before flight time for booking and changing airline flights:** Times range from No limit to 1 day in hour increments and 1 – 5 days in day increments.
- **Select the maximum number of travelers that may be booked on any trip:** It is recommended that this be set to 1.
- **Display the option to add Special Handling text on the Trip Purchase page:** Yes or No. Setting this to Yes will allow free form text to be entered by the traveler which can be used to set queue delivery options.
- **Enable user to change the Traveler Name on the Purchase page:** Yes or No. It is recommended this be set to No, but can be used for non-profiled bookings such as for guest travelers.
- **Hide the Address field from the Purchase page:** Yes or No. Selection of "No" will display the travelers address as listed in the profile. Yes will not display the address.
- **Allow Single use credit card on Purchase Page:** Yes or No. Allow user to enter a one-time only form of payment on the Purchase Page. This card will not be saved to the user's profile.



---

The screenshot shows a configuration interface with the following elements:

- A question: "Select the system behavior that should apply when a hotel or car booking fails during the purchase process?" with two radio button options: "Create Passive Segment" (unselected) and "Complete purchase without hotel or car" (selected).
- A text input field with the placeholder text: "This reservation could not be confirmed by the service provider. Please call Deem Travel to make this reservation."
- A question: "Display the following advisory text when the Trip is booked without requested hotel(s) or car(s)?"
- A question: "Do not apply unused ticket:" with two radio button options: "Yes" (unselected) and "No" (selected).
- A question: "Enable users to change or cancel airline flights, trains, hotels, and/or rental cars post booking?" with two radio button options: "Yes" (selected) and "No" (unselected).

- **Select the system behavior that should apply when a hotel or car booking fails during the purchase process:** Create a Passive Segment or Complete purchase without hotel or car.

---

**Note:** Rental car passive segments are no longer generated during booking flows as a default error response. Deem has implemented extensive retry and error handling for rental cars at purchase to avoid generating passive rental car segments.

The Display Configuration page in the dashboard will be modified in a future release to remove the word 'car' from this option.

---

- **Display the following advisory text when the Trip is booked without requested hotel(s) or car(s):** Enter in text that will be displayed to the traveler if the trip is booked without the requested hotel or car. Be sure not to include travel lingo or HTML code since this message is displayed to the traveler.
- **Do not apply unused ticket:** Yes or No. When Yes is selected, the system will not apply unused tickets when purchasing flights. Selecting No will apply unused tickets when appropriate.
- **Enable users to change or cancel airline flights, trains, hotels, and/or rental cars post booking?:** Yes or No. Selection to change or cancel air OR hotel OR rental car cannot be made. Only selection to change or cancel air AND hotel AND rental car can be made. Selecting Yes enables the storing of the unused ticket.

---

**Note:** Selecting No will hide the remaining fields in this section. Selecting Yes displays the following fields:

---



Enable users to add air to hotel and/or rental car only trips post booking?  Yes  No

Limit online cancel to only online booked domestic trips where full fare details are available?  Yes  No

Automatically void airline tickets when an itinerary is cancelled?:  Yes  No

Automatically refund airline tickets when an itinerary is cancelled?:  Yes  No

Allow ticket exchanges that result in forfeiture of residual fare?:  Yes  No

Maximum value that the fare forfeiture will be allowed during an exchange:

Allow online changes to offline originated transactions?:  Yes  No

Allow users to Opt in/Opt out of unused ticket?:  Yes  No

Do not display unused tickets to users?:  Yes  No

Select the system behavior that should apply when a user requests to change only their return flight(s):  Advise user of possible fare increase and continue  Require user to contact agency

Allow users to exchange a non-refundable airline ticket for a refundable ticket:  Yes  No

Allow users to exchange a refundable airline ticket for a refundable ticket:  Yes  No

Allow users to exchange a refundable airline ticket for a non-refundable ticket:  Yes  No

Allow users to exchange an unused airline e-ticket only if the name on the ticket matches that of the traveler for validated tickets:  Yes  No

Select the amount of time a selected unused airline e-ticket should be locked for re-use:

Select the method that should be used when there are multiple unused e-tickets on the same carrier:  Use e-ticket with the nearest expiration date  Use e-ticket with the most applicable value

Enable users to change hotel reservations that include a non-refundable deposit or are outside of the cancellation period?:  Yes  No  
(applicability based on presence of GDS data)

- **Enable users to add air to hotel and / or rental car only trips post booking:** Yes or No.
- **Limit online cancel to only online booked domestic trips where full fare details are available:** Yes or No.
- **Automatically void tickets when an itinerary is cancelled:** Yes or No.
- **Automatically refund tickets when an itinerary is cancelled:** Yes or No.
- **Allow ticket exchanges that result in forfeiture of residual fare:** Yes or No. If Yes is selected an additional option is available:
- **Maximum value that the fare forfeiture will be allowed during an exchange:** Enter a value.
- **Allow online changes to offline originated transactions?** Yes or No.
- **Allow users to Opt in/Opt out of unused ticket?** Yes or No.
- **Do not display unused tickets to users?:** Yes or No.
- **Select the system behavior that should apply when a user requests to change only their return flight(s):** Select either Advise user of possible fare increase and continue or Require user to contact agency
- **Allow users to exchange a non-refundable ticket for a refundable ticket:** Yes or No.
- **Allow users to exchange a refundable ticket for a refundable ticket:** Yes or No.

- **Allow users to exchange a refundable ticket for a non-refundable ticket:** Yes or No.
- **Allow users to exchange an unused airline e-ticket only if the name on the ticket matches that of the traveler.** Yes or No.
- **Select the amount of time a selected unused e-ticket should be locked for re-use:** Select between 1 – 23 hours or 1 – 5 days. Recommended to be set to whatever is appropriate to the mid-office process.
- **Select the method that should be used when there are multiple unused e-tickets on the same carrier:** Select either *Use e-ticket with the nearest expiration date*.
- **Enable users to change hotel reservations that include a non-refundable deposit or are outside of the cancellation period (applicability based on presence of GDS data):** Yes or No.

- **Tentative Trips Configuration:**

---

**Note:** Tentative trips can also be called “Held” trips.

---

- **Do you permit travelers to hold tentative trips?** Yes or No. If No is selected:

The screenshot shows a web form titled "Tentative Trips Configuration". The question "Do you permit travelers to hold tentative trips?" is followed by two radio buttons: "Yes" and "No". The "No" radio button is selected.

- **Do you permit travelers to hold tentative trips?** Yes or No. If Yes is selected:

The screenshot shows the "Tentative Trips Configuration" form with "Yes" selected for the hold option. Below this, there are several configuration fields:
 

- "What is the minimum time prior to departure required to hold a tentative trip?" with a dropdown menu set to "1 hour".
- "When a tentative trip is held, the system can remind the traveler that their booking should be purchased or cancelled. When should the system send this email reminder?" with a dropdown menu set to "after 6 hours".
- "Allow reservations to be placed on hold until:" with a dropdown menu set to "Time limit of most restrictive segment".
- "Override company name on disclaimer:" with a text input field containing "Acme Corporation".

- **What is the minimum time prior to departure required to hold a tentative trip?** Times range from 1 to 12 hours, and 24, 36, 48, 60, and 72 hours. This is typically set to 6 or 12 hours.
- **When a tentative trip is held, the system can remind the traveler that their booking should be purchased or cancelled. When should the system send this email reminder:** Choose to not send a reminder or select *After 6, 12, 24 or 48 hours*.
- **Allow reservations to be placed on hold until:** *Time limit of most restrictive segment, 24 hours or time limit of most restrictive segment,*

---

*whichever is earlier, or 48 hours or time limit of most restrictive segment, whichever is earlier*

- **Override company name on disclaimer:** Enter a name other than the agency name to display on the travel disclaimer, if appropriate. This could be the client name, for example.

- **Dynamic Site Messaging:**

- Dynamic Site Messaging (DSM) is a process where a company or agency administrator can create, change and delete custom messages on Deem Travel. The purpose of these messages is to communicate certain travel policy or supplier related information directly to the traveler during the booking process. They are dynamic in a sense, that they would only be displayed when certain criteria/components of the search form or supplier display/selections are met.



- Enable dynamic site messaging? Yes or No.

---

**Note:** It is better to always enable dynamic site messaging.

---

**Note:** This section enables the feature; Dynamic Site Messages are configured as Custom Fields.

- **Page Messages:**

---

**Note:** Configuration Team can assist with these messages.

Each of these messages allows up to 4000 characters, but it is suggested a limit for each message be no more than 400 characters for easier review by the traveler.

---

The screenshot shows a window titled "Page Messages" with several text input fields. Each field is labeled on the left and contains HTML code for a message. The fields are:

- Trip Search page:** Contains HTML for a "Questions or Help" link and a message about online travel support.
- Flight search results:** Contains HTML for "Helpful Tips" and instructions about hovering over a gold icon and booking roundtrips.
- Train search results:** An empty text box.
- Hotel search results:** Contains HTML describing the Rearden Commerce travel module's database.
- Car rental search results:** Contains HTML about hovering over a gold icon and changing pick-up locations.
- Change Trip Assistant:** Contains HTML for a message about reservation assistance, using red font for "CHANGE" and "CANCEL".
- Cancel Trip Assistant:** Contains HTML for a message about reservation assistance, using red font for "CHANGE" and "CANCEL".

- **Trip Search page:** Enter the HTML for a message that will display on the trip search page.
- **Flight search results:** Enter the HTML for a message that will display on the flight search results page.
- **Hotel search results:** Enter the HTML for a message that will display on the hotel search results page.
- **Car rental search results:** Enter the HTML for a message that will display on the rental car search results page.
- **Change Trip Assistant:** Enter the HTML for a message that will display on the change trip assistant.
- **Cancel Trip Assistant:** Enter the HTML for a message that will display on the cancel trip assistant.
- If WebFare has been enabled, additional fields are available:
  - **WebFare Source Messages:**

---

**Note:** Configuration Team can assist with these messages.

Each of these messages allows up to 4000 characters, but it is suggested a limit for each message be no more than 400 characters for easier review by the traveler.

---

**WebFare Source Messages**

Provide a message that will be displayed to the user when they select a web fare option at the Air Search Results page: This flight will be booked directly on the airline website.

Provide a message that will be displayed to the user at the Terms and Conditions page: I acknowledge and agree to the airlines terms and conditions.

Provide a message that will be displayed to the user at the Trip Confirmation page and the Email Notification: This flight has been booked directly on the airline's website. Their rules indicate changes and cancellations must be made with them directly.

Provide a message that will be displayed to the user at the Trip Details page: This flight has been booked directly on the airline's website. Their rules indicate changes and cancellations must be made with them directly.

Save Cancel

- **Provide a message that will be displayed to the user when they select a web fare option at the Air Search Results page:** Enter the HTML for a message that will display on the air search results page.
  - **Provide a message that will be displayed to the user at the Terms and Conditions page:** Enter the HTML for a message that will display on the Terms and Conditions page.
  - **Provide a message that will be displayed to the user at the Trip Confirmation page and the Email Notification:** Enter the HTML for a message that will display on the Trip Confirmation page and be included in the Trip Confirmation email.
  - **Provide a message that will be displayed to the user at the Trip Details page:** Enter the HTML for a message that will display on the Trip Details page.
4. Click **Save** to save your changes.

### 1.1.2 Display Configuration Sets

1. Add the **List** to a **Set** as previously discussed.
2. Click the “**\_ changes not applied**” link to commit the changes. The changes made since the last time a commit was done are displayed. Click the **Commit** button to commit the changes to the database.

---

## 1.2 Travel Policy Management

Travel policy sets the guidelines within which the traveler is expected to book taking into consideration corporate travel policy. Travel policy also defines the consequences if they deviate from policy.

Different policies can be established for different groups; for example the VIP Group vs. Everyone Group or for Domestic Travel vs. International Travel policies. In this section we will learn how to configure these policies.

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**Note:** When a site is cloned from a template, Travel Policies are also cloned. Most policies can remain the same as those found on the template, but some may need to be adjusted depending on the individual site's requirements.

---

1. Click the **Services** tab.
2. The **Services | Travel** page is displayed. Click the **Travel Policy** link.

**Services | Overview**

**Travel**

- Travel Agency
- Vendors
- Travel Policy ←
- Policy Display
- Compliance Codes
- Custom Fields
- Alternate Airports
- Site Payment Cards
- Corporate Payment Cards
- Private Rates
- Hotel Per Diem
- Reference Points
- Restricted Countries

**Airport Parking**

- Configurations for Groups
- Policies

**Car Service**

- Configurations for Groups
- Policies

**Expense**

Additional charges apply when Expense is enabled.

- General Settings
- Configurations for Groups
- Load Default Expense Settings
- Payer Management

**Shipping**

- General Settings
- Configurations for Groups
- Provider Accounts
- Policies

3. The **Services | Travel Policy Management** page is displayed. Click the **Policy List** link.

---

**Note:** The Policy Settings adhere to the List and Set structure.

---

Settings Users **Services** Groups Rules Reports Profiles

[Back to Travel Configuration](#)

## Services | Travel Policy Management

[Policy List](#)  
Create, Edit and Delete travel policies.

[Policy Sets](#)  
Create, Edit and Delete sets of travel policies.

4. The Services | Policy List page is displayed. Click Add Travel Policy link to add a new record or click the name link of an existing travel policy record to edit that record.

Settings Users **Services** Groups Rules Reports Profiles

[Back to Travel Policy Management](#)

## Services | Policy List

Policy Name	Active	Last Update		
<a href="#">Default Travel Policy</a>	Yes	April 21, 2008	<a href="#">Copy</a>	<a href="#">X</a>
<a href="#">VIP Travel Policy</a>	Yes	May 20, 2008	<a href="#">Copy</a>	<a href="#">X</a>
<a href="#">Add A New Travel Policy</a>				

5. The **Services | Add** page is displayed. Complete the page.

Settings Users **Services** Groups Rules Reports Profiles

[Back to Policy List](#)

## Services | Add

**General Settings**

Activate Policy

Policy Name:

**Flight Policy**

- **General Settings:**
  - **Activate Policy:** Select the checkbox to activate the policy.
  - **Policy Name:** Name the travel policy. This name should be easily recognizable as a specific travel policy. An example is VIP Policy to show that this policy is for VIP travelers or International Policy to show the policy is for international travelers.

**Note:** The *Display Configuration* states what classes of service the traveler will see on the Deem site while the *Travel Policy Configuration* states what the traveler can select within corporate guidelines.

- **Flight Policy:**



**Flight Policy**

Enter the maximum allowable difference between the lowest policy compliant airfare and the user's selection:

Enter the maximum allowable percentage difference between the lowest policy compliant airfare and the user's selection:  %

Choose which should be used if both percentage and currency parameters apply:  Greater or  Lesser of the two

Apply lowest policy compliant airfare to unused ticket add collect:  Yes  No

Enter the maximum allowable airfare change fee:

Enter the maximum allowable airfare cancellation fee:

Enter the minimum advance purchase time range:  Days

Select the earliest limit of the time range that will be used to evaluate policy compliance for itineraries with flights:

Select the latest limit of the time range that will be used to evaluate policy compliance for itineraries with flights:

First Class Policy

- **Enter the maximum allowable difference between the lowest policy compliant airfare and the user's selection:** Enter the fare difference threshold before the selection is marked as out of policy and the unit of measure to use for that value.
- **Enter the maximum allowable percentage between the lowest policy compliant airfare and the user's selection:** Ignore this setting

---

**Note:** If both a maximum allowable difference and percent were entered, another question is asked; how to further handle a difference:

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- **Choose which should be used if both percentage and currency parameters apply:** *Greater or Lesser of the two.* If both percentage and amount are used to determine policy, will policy be determined by the greater or lesser of the two? For example, if the lowest cost compliant trip is \$1000 with an allowed currency difference set to \$100 before it is flagged out of policy and a percentage difference is set to 5% or \$50 before it is flagged as out of policy – which will be within policy – the lesser (% or \$50 in this case) or the greater (amount difference or \$100 in this case)?
- **Apply lowest policy compliant airfare to unused ticket add collect:** Yes or No. Apply the new ticket additional collect amount to the original ticket's value for policy compliance.
- **Enter the maximum allowable airfare change fee / Currency:** In addition to the possible ticket price increase, what is the maximum change fee allowed and in what currency?
- **Enter the maximum allowable airfare cancellation fee / Currency:** What is the maximum cancellation fee allowed and in what currency?
- **Enter the minimum advance purchase time range: / Days:** Enter the minimum number days before departure ticket purchase is allowed.



Generally, set to between 7 and 14 days. The trip would be out of policy if it were booked less than 7 or 14 days before departure date.

- **Select the earliest limit of the time range that will be used to evaluate policy compliance for itineraries with flights:** Select *Same as group air-search window*, or *1 – 24 hours* in hour increments.
  - By selecting *Same as group air-search window*, the value selected in the Display Configuration question: “Select the earliest limit of the time range that will be used to search all US domestic and Canadian airline availability based on the user’s requested time” is used. Generally, *Same as group air-search window* is selected.
  - By selecting *1 – 24 hours*, the setting on the Display Configuration is being overridden.
- **Select the latest limit of the time range that will be used to evaluate policy compliance for itineraries with flights:** Select *Same as group air-search window*, or *1 – 24 hours* in hour increments.
  - By selecting *Same as group air-search window*, the value selected in the Display Configuration question: “Select the latest limit of the time range that will be used to search all US domestic and Canadian airline availability based on the user’s requested time” is being used. Generally, *Same as group air-search window* is selected.
  - By selecting *1 – 24 hours*, the setting on the Display Configuration will be overridden.

▪ **First Class through Premium Coach Class Policy:**

The screenshot shows three sections of policy configuration. Each section has a title and a radio button selection for 'Yes' or 'No'.  
1. **First Class Policy**: Travelers are permitted to book first class:  Yes  No  
2. **Business Class Policy**: Travelers are permitted to book business class:  Yes  No  
3. **Premium Coach Class Policy**: Travelers are permitted to book premium coach class:  Yes  No

- **Travelers are permitted to book first class:** Yes or No. If Yes was selected:

The screenshot shows detailed configuration for the 'First Class Policy' section. The 'Yes' radio button is selected.  
- **Travelers are permitted to book first class:**  Yes  No  
- **Limit first class to international flights:**  Yes  No (as per the group's domestic definition)  
- **Minimum flight time for first class:** 7 hours 0 minutes (selected via dropdowns)  
- **Apply minimum flight time per flight segment:**  Yes  No (if no, then will apply to total flight time for connecting flights)  
- **Minimum flight distance for first class:** [ ] miles (selected via dropdown)

- **Limit first class to international flights:** Will first class only be allowed if this is an international flight? Yes or No.
- **Minimum flight time for first class:** What is the length of flight time before a first class ticket would be allowed? Select the *Hours* and *Minutes* from the dropdown lists.
- **Apply minimum flight time per flight segment:** Yes or No. If No was selected, then will apply to total flight time for connecting flights. Most often Yes is selected.

- **Minimum flight distance for first class:** What is the flight distance before a first class ticket would be allowed? Enter the *Number* and select the *Unit of Measure* from the dropdown list.

- **Business Class Policy:**

- **Travelers are permitted to book business class:** Yes or No. If Yes was selected:

- **Limit business class to international flights:** Will business class only be allowed if this is an international flight? Yes or No.
- **Minimum flight time for business class:** What is the length of flight time before a business class ticket would be allowed? Select the *Hours* and *Minutes* from the dropdown lists.
- **Apply minimum flight time per flight segment:** Yes or No. If No was selected, then will apply to total flight time for connecting flights. Most often Yes is selected.
- **Minimum flight distance for business class:** What is the flight distance before a business class ticket would be allowed? Enter the *Number* and select the *Unit of Measure* from the dropdown list.

- **Premium Coach Class Policy:**

- **Travelers are permitted to book premium coach class:** Yes or No. If Yes was selected:

- **Limit premium coach class to international flights:** Will premium coach class only be allowed if this is an international flight? Yes or No.
- **Minimum flight time for premium coach class:** What is the length of flight time before a premium coach class ticket would be allowed? Select the *Hours* and *Minutes* from the dropdown lists.
- **Apply minimum flight time per flight segment:** Yes or No. If No was selected, then will apply to total flight time for connecting flights. Most often Yes is selected.
- **Minimum flight distance for premium coach class:** What is the flight distance before a premium coach class ticket

would be allowed? Enter the *Number* and select the *Unit of Measure* from the dropdown list.

▪ **Cost Reduction Options:**

**Note:** During the Cost Reductions Options sections the use of *Required* and *Allowed* will be seen. When something is Required, if the traveler makes a selection other than what is stated as Required, the trip will be flagged as out of policy regardless of if the trip was the lowest cost or not. When something is Allowed, the traveler may make a selection and it will not be called out of policy.

- **Must travelers always search for lowest available fare:** Select *Yes* or *No* from the dropdown list. If *Yes* is selected, the traveler must always search by fare. Any trip displayed as the result of another search method (refundable or non-restricted tickets) will be called out of policy. It is recommended this be set to *Yes*.
- **Are connecting flights allowed when non-stops are available?** Select *No*, *Yes, but not required* or *Yes, required when cheaper and when journey time not significantly increased* from the dropdown list. Will

---

connecting flights be allowed or required? When *Yes, required when cheaper and when journey time not significantly increased* is selected, the following options are displayed:

---

**Important Note:** If *No* is selected, in a market where both connecting and non-stop flights are returned, a traveler must select a non-stop regardless of savings of a connecting flight. If *Yes, but not required* is selected, in a market where both connecting and non-stop flights are returned, a traveler will not be called out of policy regardless of any price difference. It is recommended this be set to *Yes, when cheaper and when journey time not significantly increased*.

---

When *Yes, when cheaper and when journey time not significantly increased* is selected:

- **Minimum savings required to accept connecting flights:** Enter the amount of savings and select the unit of currency from the dropdown list.
- **Maximum time a connecting flight could add to a trip:** Enter the allowed number of whole hours added to a trip by allowing connecting flights.
- **Require connecting flight on same day travel:** Select *Yes* or *No* from the dropdown list to require connecting flights when booking travel where the requested departure and return dates are the same.
- o **Maximum connecting time required when no non-stops are available:** Select the *Hours* and *Minutes* from the dropdown lists.
- o **If no flights are available within the maximum connecting time window, what is the next time window (if no flights are available within this time window, then all flights are considered for policy evaluation):** Select the *Hours* and *Minutes* from the dropdown lists.
- o **Are double connecting flights required to reduce cost?** Select *Yes* or *No* from the dropdown lists.
- o **Are interline flights required to reduce cost?** Select *Yes* or *No* from the dropdown lists.
- o **Must travelers select an airline for which there are wholly unused e-tickets:** Select *Yes* or *No* from the dropdown list to select a ticket from the unused ticket database.
- o **Must travelers select an alternate airport to reduce travel costs:** Select *Yes, any airport returned by the system*, *Yes, only corporate defined alternate airports* or *No* from the dropdown list
  - If either *Yes, any airport returned by the system*, or *Yes, only corporate defined alternate airports* are selected:
    - **If yes, what is the minimum savings to require alternate airport?** Enter the amount of savings and select the unit of currency from the dropdown list.
    - **Apply policy to alternate airports for:** Select the *Departure*, *Arrival*, or *Both* radio buttons.

---

▪ **Preferred Airlines Options:**

Preferred Airlines Options

Require selection of preferred airlines:  Yes, for all flight legs  
 Yes, for at least one flight leg  
 No

Restricted vendors, if any, are flagged as out of policy?:  Yes  No

- **Require selection of preferred airlines:** Select *Yes, for all flight legs*, *Yes, for at least one flight leg* or *No* from the dropdown list. If *Yes, for all flight legs*, or *Yes, for at least one flight leg* was selected from the dropdown list:

Preferred Airlines Options

Require selection of preferred airlines:  Yes, for all flight legs  
 Yes, for at least one flight leg  
 No

If yes, lowest required airlines preference ranking:  (higher ranks will be included)

Are travelers allowed to fly direct flights on other airlines?:  Yes  No

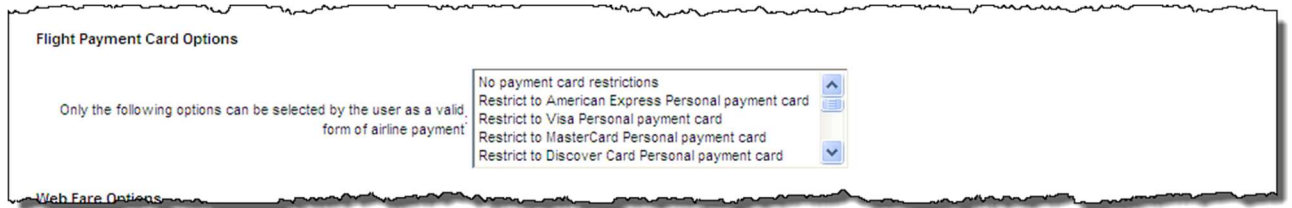
Are travelers allowed to fly other lower cost airlines?:  Yes  No

If yes, enter the minimum savings required to permit selection of other airlines:

Restricted vendors, if any, are flagged as out of policy?:  Yes  No

- **If yes, lowest required airlines preference ranking:** Select *All*, *First*, *Second* or *Third* from the dropdown list. **NOTE:** First equals Most Preferred, Second equals Highly Preferred and Third equals Preferred.
- **Are travelers allowed to fly direct flights on other airlines:** Select *Yes* or *No* from the dropdown list.
- **Are travelers allowed to fly other lower cost airlines:** Select *Yes* or *No* from the dropdown list. (Lower cost airlines refer to non-preferred airlines.)
- **If Yes was selected:**
  - If yes, enter the minimum savings required to permit selection of other airlines: Enter the amount of savings and select the unit of currency from the dropdown list.
- **Restricted vendors, if any, are flagged as out of policy:** Select *Yes* or *No* from the dropdown list. Will restricted airlines marked as out of policy regardless of price, etc. be displayed?

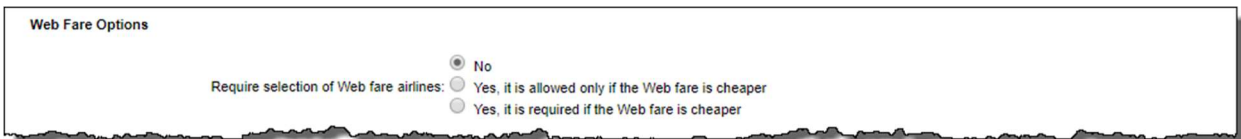
▪ **Flight Payment Card Options:**



- **Only the following options can be selected by the user as a valid form of airline payment:** Select *No payment card restrictions* or select a payment card brand from the dropdown list. By selecting either a Personal or Corporate card, travel using the card selected will be allowed. Holding the control key allows selection of multiple cards.

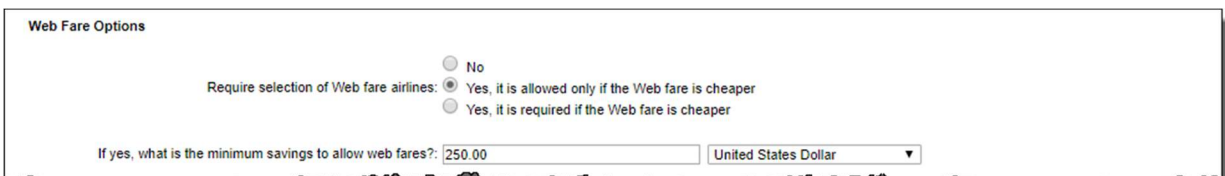
**Note:** If WebFare options are enabled on the Display Configuration, additional options are available.

- **Web Fare Options:** Web fare examples include Ryan Air and Easy Jet.

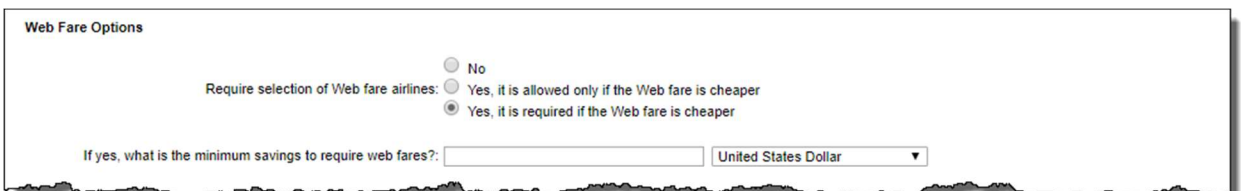


- **Require select of Web Fare airlines:** Select No, Yes, it is allowed only if the Web fare is cheaper or Yes, it is required if the Web fare is cheaper from the dropdown list.
- **If Yes, if it is allowed only if the Web fare is cheaper was selected:**

- **If yes, what is the minimum savings to allow web fares:** Enter the amount of savings allowed and select the unit of currency from the dropdown list.



- **If Yes, it is required if the Web fare is cheaper was selected:**



- **If yes, what is the minimum savings to require web fares:** Enter the amount of savings required and select the unit of currency from the dropdown list.

- **Multiple Fare Options**



**Multiple Fare Options**

Lowest fare type to be used for policy enforcement:

Allow selection of refundable/unrestricted fare type if the fare difference between the non-refundable fare is less than or equal to the penalty:  Yes  No

Allow out of policy trips to be bookable?:  Yes  No *(This is now a part of Display Configurations.)*

- **Lowest fare type to be used for policy enforcement:**
- **Allow selection of refundable/unrestricted fare type if the fare difference between the non-refundable fare is less than or equal to the penalty:**
- **Allow out of policy trips to be bookable?** The selection made on the Display Configuration is displayed here. *No* will produce a hard stop when an out of policy flight trip is offered. The Select button will be grayed out and unavailable for selection.

• **Train Policy:**

**Train Policy**

**First Class Policy**  
Travelers are permitted to book first class:  Yes  No

**Business Class Policy**  
Travelers are permitted to book business class:  Yes  No

Allow out of policy trains to be bookable?:  Yes  No *(This is now a part of Display Configurations.)*

- **First Class Policy Travelers are permitted to book first class:** Select Yes or No
- **Business Class Policy Travelers are permitted to book business class:** Select Yes or No
- **Allow out of policy trains to be bookable?** The selection made on the Display Configuration is displayed here. *No* will produce a hard stop when an out of policy rail trip is offered. The Select button will be grayed out and unavailable for selection.

• **Rental Car Policy:**

- **Require car rentals for trips with flights:** Select Yes or No
- **Maximum Car Size Allowed:** Select *None, Compact, Economy, Full Size, Intermediate, Luxury, Mini, Premium, or Standard* from the dropdown list.

---

**Note:** A default car size can be set on the user profile but what is allowed within policy is defined here. If no car size is set on the user profile, the default value on the user profile is *Intermediate*.

---

- **Maximum daily Rental Car rate allowed:** Leave the "maximum daily rental car rate allowed" blank because of taxes and other fees that could impact the total cost.

---

**Note:** A weekly rate will be divided by 7 to compare the rate to the maximum allowed daily rate.

---

- **Require selection of preferred car vendor:** Select either the *Yes* or *No* radio button to require the selection of a preferred car vendor or not.
- **Restricted vendors, if any, are flagged as out of policy?** Select *Yes* or *No* from the dropdown list to flag a restricted vendor as out of policy or not.
  - **Out of policy car types:** Select and appropriate car type including *2-3 Door, 2/4 Door, 4-5 Door, Wagon / Estate, Passenger Van, Sport, Coupe, SUV, Crossover, Monospace, Roadster, Pickup Regular Car, Pickup Extended Cab, or Convertible* from the dropdown list to flag that car type as out of policy.
- **Mark hybrids as out of policy:** Select *Yes* or *No* from the dropdown list to flag hybrids as out of policy or not.
- **Allow out of policy rental cars to be bookable?** The selection made on the Display Configuration is displayed here. *No* will produce a hard stop when an out of policy rental car is offered. The Select button will be grayed out and unavailable for selection.



- **Hotel Policy:**

- **Require hotel reservations for all overnight trips:** Select Yes or No.
- **Require user to select properties with private rates:** Select Yes or No. Private rate hotels are specific properties where discounted rates have been established with that one, specific property and will be listed above any Preferred Hotel Chain on the results page. Private rates can be uploaded into the Partner Dashboard or entered using the Private Rates link found under Services | Travel.
- **Require user to select properties with preferred hotel chains:** Select Yes or No. Preferred hotels are entered in the Preferred Vendor section of the Partner Dashboard. Preferred hotels are ranked Most Preferred, Highly Preferred and Preferred and displayed to the traveler in that order. They would be displayed below Private Rate properties on the results page.
- **For private rate hotels, limit room rate to private rate rooms only:** Select Yes or No. If a different, non-private rate type of room is available (double for example), will the private rate room in the private rate hotel be allowed. By selecting Yes, if no rooms with a private rate are available, any choice at the hotel will be out of policy. By selecting No, any room would be considered within policy.
  - If Yes is selected, **If private rate rooms are not available, allow room rates up to per diem field is displayed.**

- **Limit room price to company per diem, if available:** Select Yes or No. Company per diem room prices are defined BY CITY on the Travel tab under the Hotel Per Diem Editor link. By selecting Yes, the traveler will be called out of policy if the selected rate is higher than the per diem as defined in the Hotel Per Diem link.
- **NOTE:** if you enter an amount for the "maximum room rate when company per diem is not available or available but not enforced", this amount will apply to the entire region/country selected.
- **Maximum Room Rate when company per diem is not available or available but not enforced:** Enter the room rate and select a currency

from the dropdown list when the per diem is not available or is not enforced by the question above.

**Note:** If *No* was selected above in *Limit room price to company per diem, if available*, the rule is not enforced.

- **Select one or more restricted room types:** Select *No Restrictions, Do not permit Suites, Do not permit Superior rooms, Do not permit King rooms, Do not permit Queen rooms, or Do not permit double rooms* from the dropdown list. Be especially careful when limiting the room type – In all suite type properties, the room may be considered out of policy when in fact it may not be.
  - **Restricted vendors, if any, are flagged as out of policy?** Select *Yes* or *No* from the dropdown list.
  - **Allow out of policy hotels to be bookable?** The selection made on the Display Configuration is displayed here. *No* will produce a hard stop when an out of policy hotel is offered. The Select button will be grayed out and unavailable for selection.
- **Itinerary Parameters (optional):** Markets can be restricted by date, city and airport.

The screenshot shows a web form titled "Itinerary Parameters (optional)". It contains several sections for configuring policy rules:

- Select the start and end dates to which this policy applies:** Two rows of date pickers. The first row is for "Start Date" and the second for "End Date". Each row has three dropdown menus for month, day, and year, followed by a calendar icon.
- From Location:** A text input field for "Enter one or more airport code separated by semicolons or select one or more state or country to which this policy will be applied. The policy will apply to all itineraries originating from the entered/selected locations." Below the input are radio buttons for "by airport codes", "by states", "by countries", and "anywhere" (which is selected).
- To Location:** A text input field for "Enter one or more airport code separated by semicolons or select one or more state or country to which this policy will be applied. The policy will apply to all itineraries terminating in the entered/selected locations." Below the input are radio buttons for "by airport codes", "by states", "by countries", and "anywhere" (which is selected).
- Bi-Directional:** Radio buttons for "Yes" (selected) and "No".
- Through Location:** A text input field for "Enter one or more airport code separated by semicolons or select one or more state or country to which this policy will be applied." Below the input are radio buttons for "by airport codes", "by states", "by countries", and "anywhere" (which is selected).

At the bottom of the form is a section labeled "Policy Message".

**Note:** International flight policy or travel to a convention can be configured in the Itinerary Parameters section by selecting originating or terminating countries from the dropdown lists.

- **Select the start and end dates to which this policy applies:** Select the *Start* and *End* dates from the dropdown lists if the policy will not be put in place upon saving of the record or will end within a time period.

- **Enter one or more airport codes separated by semicolons or select one or more state or country to which this policy will be applied.** The policy will apply to all itineraries originating from the entered / selected locations: Select the *From Location: by airport codes, by states, by countries* or *anywhere* radio buttons and then enter the airport code.

- If *by airport codes* was selected, enter the airport codes separated by semi-colons

Enter one or more airport code separated by semicolons or select one or more state or country to which this policy will be applied. The policy will apply to all itineraries originating from the entered/selected locations.

From Location:  by airport codes  by states  by countries  anywhere

[Airport Code](#)

- If *by states* was selected, select the state(s) from the dropdown list

Enter one or more airport code separated by semicolons or select one or more state or country to which this policy will be applied. The policy will apply to all itineraries originating from the entered/selected locations.

From Location:  by airport codes  by states  by countries  anywhere

Alaska  
Alabama  
Arkansas  
Arizona  
California

- If *by countries* was selected, select the state(s) from the dropdown list

Enter one or more airport code separated by semicolons or select one or more state or country to which this policy will be applied. The policy will apply to all itineraries originating from the entered/selected locations.

From Location:  by airport codes  by states  by countries  anywhere

Afghanistan  
Albania  
Algeria  
American Samoa  
Andorra

- If *anywhere* was selected, no additional selections are needed.
- **Enter one or more airport codes separated by semicolons or select one or more state or country to which this policy will be applied.** The policy will apply to all itineraries terminating in the entered / selected locations: Select the *To Location: by airport codes, by states, by countries* or *anywhere* radio buttons and then enter the airport code.

- If *by airport codes* was selected, enter the airport codes separated by semi-colons, similar to From Location above.
- If *by states* was selected, select the state(s) from the dropdown list similar to From Location above.
- If *by countries* was selected, select the state(s) from the dropdown list similar to From Location above.
- If *anywhere* was selected, no additional selections are needed.

- **Bi-directional:** Select Yes or No from the dropdown list.

- **Enter one or more airport codes separated by semicolons or select one or more state or country to which this policy will be applied.** Select the *Through Location: by airport codes, by states, by countries* or *anywhere* radio buttons and then enter the airport code.

- If *by airport codes* was selected, enter the airport codes separated by semi-colons similar to From Location above.

- If *by states* was selected, select the state(s) from the dropdown list similar to From Location above.
- If *by countries* was selected, select the state(s) from the dropdown list similar to From Location above.
- If *anywhere* was selected, no additional selections are needed.

- **Policy Message:**

**Policy Message**

Non Compliant message displayed to the traveler:

Non Compliant message displayed on confirmation emails:

Non Compliant message displayed to the travel authorizer:

Pre-trip authorization message displayed to the traveler:

Pre-trip authorization message displayed to the travel authorizer:

**Policy Behavior**

**Note:** These messages will clone from the site template and may only need modification.

- **Non-Compliant message displayed to the traveler:** Enter exact text to be displayed to the non-compliant traveler on the travel page. Be sure to not use travel lingo or HTML tags.
- **Non-Compliant message displayed on confirmation emails:** Enter exact text to be included in the email to the non-compliant traveler. Be sure to not use travel lingo or HTML tags.
- **Non-Compliant message displayed to the travel authorizer:** Currently not in use.
- **Pre-trip authorization message displayed to the traveler:** Currently not in use.
- **Pre-trip authorization message displayed to the travel authorizer:** Currently not in use.

- **Policy Behavior:**

- **Select a system behavior for non-compliant trips:** Select *Collect compliance information only*, *Require user to explain non-compliant trip*, *Require user to validate pre-approval for non-compliant trip*, *Require user to request permission for non-compliant trip*, or *Require user to reselect compliant trip* from the dropdown list.
  - If *Collect compliance information only* is selected, the traveler will not be informed their selections are out of policy, but the selection will be collected and be made available for reports.
  - *Require user to reselect compliant trip* will result in a hard stop and not permit the traveler to book their selections. They must return to the search page and begin again.
  - *Require user to explain non-compliant trip* is used most often. If selected: A list of *Compliance Codes* would be displayed for selection and

- **Require user to provide purpose of trip?** Select *Yes* or *No*. If *Yes* is selected:
  - **Label for Purpose of Trip Field:** Enter the text to be displayed above the Purpose of Trip field.

**Note:** Require user to validate pre-approval for non-compliant trip and Require user to request permission for non-compliant trip are not currently used.

- **Host Agency:**

**Host Agency**

Enter the pseudo city code where a non-compliant booking will be queued

Pseudo city code:  (Optional: will override agency settings)

Enter the queue designation where a non-compliant booking will be queued

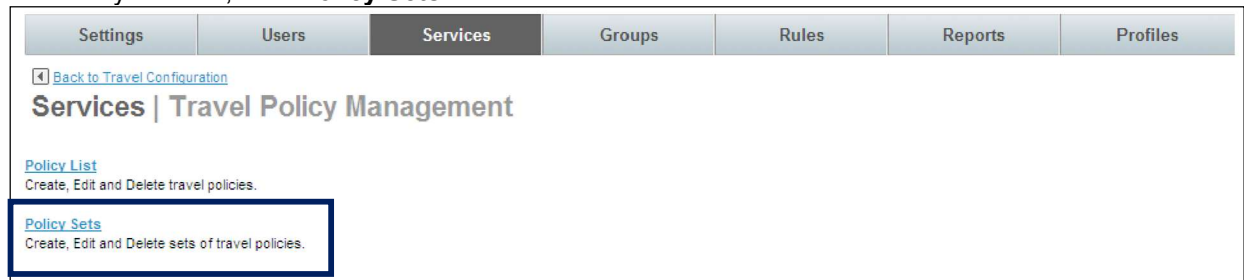
Queue:  (Optional: will override agency settings)

**Note:** Typically Queue Delivery Options is used, not Host Agency.

- **Enter the pseudo city code where a non-compliant booking will be queued.** Enter the pseudo city code if the agency configuration PCC will not be used. The booking will not fall into the default pseudo city code queue.
  - **Enter the queue designation where a non-compliant booking will be queued.** Enter the queue if the agency configuration queue will not be used. The booking will not fall into the default pseudo city code queue.
6. Click **Save** to save the travel policy. The **Service | Policy List** page is redisplayed. Click the **Back to Travel Policy Management** link.



7. The **Services | Travel Policy Management** page is displayed. To add the new Travel Policy to a Set, click **Policy Sets** link.



8. The **Services | Policy Sets** page is displayed. Click the Add A New Travel Policy **Set** link or click the link below an existing set to add to or view it.

Settings	Users	Services	Groups	Rules	Reports	Profiles
----------	-------	----------	--------	-------	---------	----------

[Back to Travel Policy Management](#)

## Services | Policy Sets

Policy Sets			
Set Name	Used In Rule	Last Update	
<a href="#">Default Travel Policy</a>	Yes	March 31, 2009	✘
<a href="#">VP Travel Policy</a>	Yes	May 20, 2008	✘
<a href="#">Add A New Travel Policy Set</a>			

9. The **Travel Policy Set** page is displayed

Settings	Users	Services	Groups	Rules	Reports	Profiles
----------	-------	----------	--------	-------	---------	----------

[Back to Policy Sets](#)

## Services | Add

Travel Policies Set

Set Name:

Policy List		
Policy Name	Active	Last Update
You do not have Travel Policies in this Set at this moment		

[Save](#) [Add Policy](#) [Cancel](#)

- **Set Name:** Name the Travel Policy Set. This name should be easily recognizable as a specific Travel Policy configuration. An example is *VIP Travel Policy Set* to show that this set is for VIP travelers.

10. Click the **Add Policy** button. The **Services | Search & Add Policy To Set** page is displayed.



---

Settings
Users
Services
Groups
Rules
Reports
Profiles

[Back to Add](#)

## Services | Search & Add Policy To Set

Search for Policy with name starting with:

Select One	Policy Name	Active	Last Update
<input type="radio"/>	<a href="#">Default Travel Policy</a>	Yes	June 10, 2009
<input checked="" type="radio"/>	<a href="#">VIP Travel Policy</a>	Yes	May 20, 2008

10. Select the radio button beside the list name of the policy to add it to the set.
11. Click **OK**. Only one policy list can be added to the set to avoid policy conflicts. The **Services | Add** page is redisplayed.
12. Click **Save** to save the travel policies in the set.
13. Click the “**\_ changes not applied**” link to view changes not committed.
14. The changes made since the last commit are displayed. Click the **Commit** button to commit the changes to the database.

### 1.3 Compliance Codes

*Compliance Codes* are displayed to the user for selection when their travel plans are out of policy. Generally, the ticketing travel agency provides codes to Deem consistent with what is used for agency bookings. The code is loaded into the PNR string and is available for reporting by the agency.

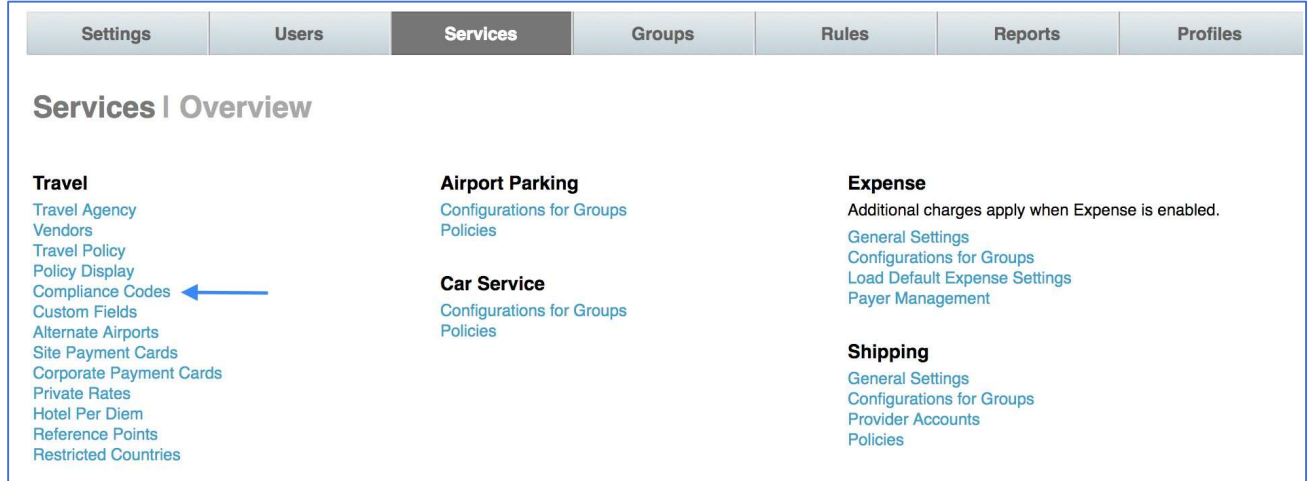
Each element of a trip will display the associated list of *Compliance Codes* for out of policy travel. At least one compliance code for each element must be loaded. If the agency does not use an element – Train, for example – a fictitious compliance code must be added for Train.

---

**Note:** When a site is cloned from a template, *Compliance Codes* are also cloned. Most codes can remain the same as those found on the template, but some may need to be adjusted depending on the individual site’s requirements.

---

1. Click the **Services** tab.
2. The **Services | Travel** page is displayed. Click the **Compliance Codes** link.



3. The **Services | Compliance Codes Management** page is displayed. Click the **Compliance Codes List** link.

**Note:** The *Compliance Codes* adhere to the List and Set structure.



4. The **Services | Compliance Codes List** page is displayed. Click the **Add A New Compliance Code** link to add a new code, or click an existing code record to edit that record.

**Note:** One code for each type is required. If one type is not used, create one named “dummy” or something similar. One of each type is needed to save a travel rule.

Settings	Users	Services	Groups	Rules	Reports	Profiles
<a href="#">Back to Compliance Codes Management</a>						
<b>Services   Compliance Codes List</b>						
<b>Compliance Codes List</b>						
Code Name	Type	Active	Last Update	Copy	Remove	
Z	Airline	Yes	April 22, 2008	Copy	Remove	
xx	Charge Card	Yes	August 21, 2007	Copy	Remove	
X	Airline	Yes	August 21, 2007	Copy	Remove	
NO	Hotel	Yes	August 21, 2007	Copy	Remove	
1	Car Rental	Yes	August 21, 2007	Copy	Remove	
A	Airline	Yes	August 21, 2007	Copy	Remove	
<a href="#">Add A New Compliance Code</a>						

5. The **Services | Add** page is displayed. Complete the page.

Settings	Users	Services	Groups	Rules	Reports	Profiles
<a href="#">Back to Compliance Codes List</a>						
<b>Services   Add</b>						
<b>Compliance Codes for Policy Handling</b>						
<input checked="" type="checkbox"/> Activate Code Code: <input type="text" value="Train"/> Display Reason Text: <input type="text" value="Selected Business Class"/> (Max 100 characters) Type: <input type="text" value="Train"/>						
						<input type="button" value="Save"/> <input type="button" value="Cancel"/>

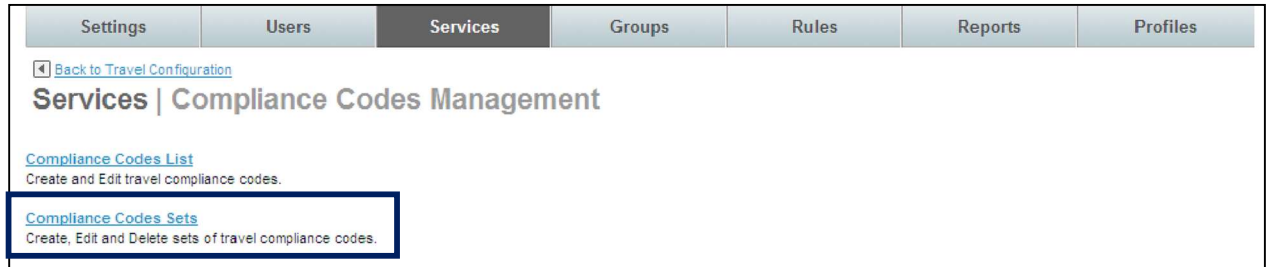
▪ **Compliance Codes for Policy Handling:**

- **Activate Code:** Select the checkbox to activate the code
- **Code:** Enter a code name. The code can be alphanumeric but may not contain special characters. This code is placed in the PNR string and is not displayed to the traveler. A code can be used multiple times as long as the Type for each is different.
- **Display Reason Text:** Enter easily understandable text to be displayed to the user for selection when the travel plans are out of policy. This text has a limit of 100 characters and should not contain HTML tags or industry lingo.
- **Type:** Select Airline, Car Rental, Payment Card, Hotel or Train from the dropdown list.

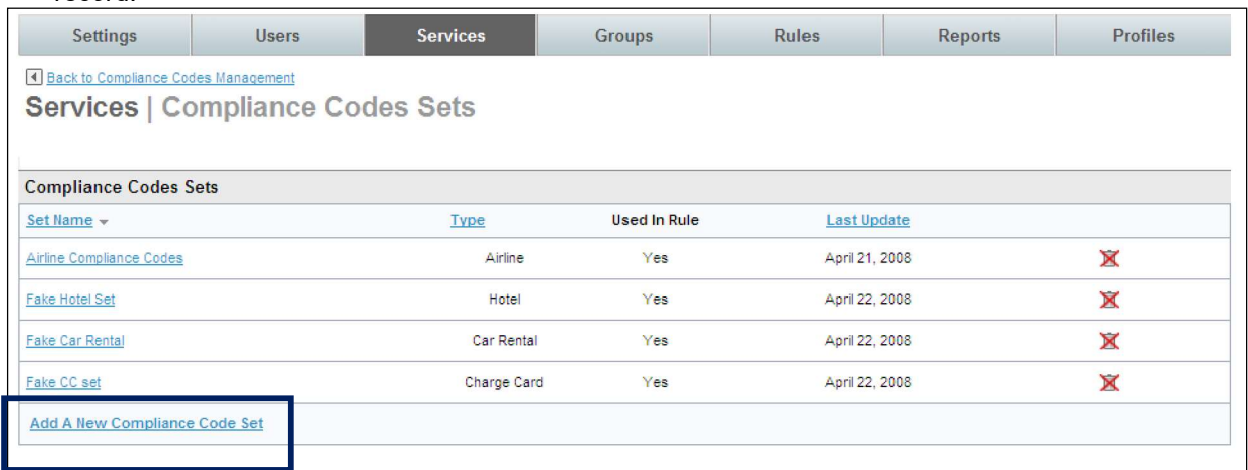
6. Click the **Save** to save the code. The **Services | Compliance Codes List** page is redisplayed. Click **Back to Compliance Codes Management** link.



- The **Services | Compliance Codes Management** page is redisplayed. Click the **Compliance Codes Sets** link to add the Compliance Code list item to a set.



- The **Services | Compliance Codes Set** page is displayed. Click the **Add A New Compliance Code Set** link to add a new set, or click an existing set record to edit that record.



**Note:** One code for each type is required. If one type is not used, create one named “dummy” or something similar. One of each type is needed to save a travel rule.

- The **Services | Add** page is displayed. Complete the page:

Settings Users **Services** Groups Rules Reports Profiles

[Back to Compliance Codes Sets](#)

## Services | Add

Compliance Code Set

Set Name:

Type:

Compliance Codes List

Code Name	Type	Active	Last Update
You do not have Compliance Codes in this Set at this moment			

- **Set Name:** Name the Compliance Code Set. This name should be easily recognizable as a specific Compliance Code configuration. An example is *Airline Compliance Code Set* to show that this one is for Airline Compliance Codes.
- **Type:** Select *Airline, Car Rental, Payment Card, Hotel or Train* from the dropdown list,

10. Click the **Add Code** button. The **Services | Add Code To Set** page is displayed.

Settings Users **Services** Groups Rules Reports Profiles

[Back to Add](#)

## Services | Add Code To Set

Compliance Codes List

Select One	Code Name	Active	Last Update
<input type="radio"/>	Train	Yes	June 10, 2009

11. Select the radio button beside the **Compliance Code List** name to add it to the set.
12. Click **OK** if there is only one code to add or click the **OK & Add Another** if others are needed to add to the set. The **Services | Add** page is redisplayed.
13. Click the **Save** button to save the new Compliance Code Set and apply your changes by clicking the “\_ changes not applied” link to commit the changes.
14. The changes made since the last commit are displayed. Click the **Commit** button to commit the changes to the database.

---

## 1.4 Private Rates

Private Rates are discounted rates negotiated by the corporate client or the travel agency. All vendor types (air, car, and / or hotel) may offer private rates and have varying terms for compliance. Private rate elements will be placed at the top of the list when search results are displayed.

This page is needed infrequently. When needed, it defines individual rate codes that have been issued, but are not being properly displayed in the GDS. Enter a ticket if the need arises for this configuration.

Establishing Private Rates overrides settings found on the Agency Configuration and are mainly used to establish a rate code different from Agency Configuration pricing set in the GDS with that code. If several airlines use the same rate code, enter the code on the Agency Configuration.

---

**Note:** When a site is cloned from a template, Private Rates are cloned too. Most Private Rates can remain the same as those found on the template, but some may need to be adjusted depending on the individual site's requirements.

---

1. Click the **Services** tab.
2. The **Services | Travel** page is displayed. Click the **Private Rates** link.

**Services | Overview**

Settings	Users	Services	Groups	Rules	Reports	Profiles
<b>Travel</b> <a href="#">Travel Agency</a> <a href="#">Vendors</a> <a href="#">Travel Policy</a> <a href="#">Policy Display</a> <a href="#">Compliance Codes</a> <a href="#">Custom Fields</a> <a href="#">Alternate Airports</a> <a href="#">Site Payment Cards</a> <a href="#">Corporate Payment Cards</a> <a href="#">Private Rates</a> ← <a href="#">Hotel Per Diem</a> <a href="#">Reference Points</a> <a href="#">Restricted Countries</a>						
<b>Airport Parking</b> <a href="#">Configurations for Groups</a> <a href="#">Policies</a>						
<b>Car Service</b> <a href="#">Configurations for Groups</a> <a href="#">Policies</a>						
<b>Expense</b> Additional charges apply when Expense is enabled. <a href="#">General Settings</a> <a href="#">Configurations for Groups</a> <a href="#">Load Default Expense Settings</a> <a href="#">Payer Management</a>						
<b>Shipping</b> <a href="#">General Settings</a> <a href="#">Configurations for Groups</a> <a href="#">Provider Accounts</a> <a href="#">Policies</a>						

3. The **Services | Private Rates** page is displayed. Click the **Airlines Rates Private Rates** link.

Settings Users **Services** Groups Rules Reports Profiles

[Back to Travel Configuration](#)

## Services | Private Rates

- Private Rates**
  - [Airline Rates](#)
  - [Train Rates](#)
  - [Rental Car Discount Codes](#)
  - [Hotel Discount Codes](#)
  - Private Rate Sets**
    - [Airline Rate Sets](#)
    - [Train Rates Sets](#)
    - [Rental Car/Hotel Discount Code Sets](#)
    - [Hotel Private Rate Sets](#)

### 1.4.1 Private Rate List items

**Note:** The *Private Rates* adhere to the List and Set structure.

#### 1.4.1.1 Airline Private Rates

- The **Services | Airline Rates** page is displayed. Click the **Add Private Rates** link to add a new private rate, or click an existing private rate record to edit that record.  
**NOTE:** It is recommended that you submit a support ticket for adding airline private rates.

Settings Users **Services** Groups Rules Reports Profiles

[Back to Private Rates](#)

## Services | Airline Rates

Code Name	Submission Date	Active	
<a href="#">Test Rate</a>	August 21, 2007	Yes	<a href="#">Copy</a> 
<a href="#">Add A New Airline Private Rate</a>			

- Airline Private Rates:** Airline Private Rate records are generally configured to include only the following information. This allows the GDS to perform the pricing routine.
  - General Settings:**
    - Selected *Activate this private rate* check box
    - Private Rate Name
    - Selected *Apply this private rate on discounted itineraries* check box
    - Airline Name(s)
    - Selected *Use this rate code instead of the rate code in agency configuration* checkbox
    - GDS negotiated rate code
    - *Passenger Type* may also be required



- **Activate the private rate:** Select the checkbox to activate the private rate.
- **Private Rate Name:** Name the airline private rate to help recognize the market to which it applies.
- **Airline Private Rate Parameters:**
  - **Select an airline to apply this private rate:** Select the airlines from the dropdown list. Only one airline may be selected.

- **Private Rate Booking and Ticketing Parameters:**
  - **Enter GDS negotiated rate code:**
    - Select the **Use this rate code instead of the rate code in agency configuration** checkbox to select this rate.
    - **Rate Code:** Enter the rate code provided by GDS for this private rate.
  - **Enter the GDS passenger type:**
    - **Passenger Type:** This code may also be needed for the pricing to be returned correctly by GDS.

- 2. Click the **Save** to save the new **Airline Private Rate**.

### 1.4.1.2 Train Private Rates

- **Train Private Rates:** Train Private Rate records are generally configured to include special rates established for train travel.

- **General Settings:**

- **Activate the private rate:** Select the checkbox to activate the private rate.
- **Private Rate Name:** Name the airline private rate to help recognize the market to which it applies.
- **Start Date:** Select the *Month*, *Day* and *Year* from the dropdown list or click the calendar and make the selection on the calendar if the private rate will not take effect upon the save of the record.
- **End Date:** Select the *Month*, *Day* and *Year* from the dropdown list or click the calendar and make the selection on the calendar if the private rate has an anticipated end date.

- **Train Discount Codes:**

- **Select a train carrier:** Select the train carrier from the dropdown list. Carriers available are Amtrak, Deutsche Bahn, Eurostar, Thalys, and VIA Rail Canada.
- **Discount Code:** Enter the train discount code.
- **Enter Message to display to users describing discount to be applied at time of purchase.** This will be displayed on review pages. Enter a message to display on purchase review page.

- Click the **Save** to save the new **Train Private Rate**.

### 1.4.1.3 Car Rental Discount Codes

- **Car Rental Discount Codes:**

**Note:** For Car Rental companies to appear within the trip search results Car Rental Discount Code records must be entered regardless of if there is a real discount in place. Name the code “Dummy Car Rental Discount”.

○ **General Settings:**

- **Discount Code Name:** Name the discount code to help recognize the market to which it applies.
- **Activate the private rate:** Select the checkbox to activate the private rate.
- **Rental Car Discount Code:**
  - **Select a car rental company:** Select the car rental company from the dropdown list.
  - **Request rates that are lower, if available:** Select the *Yes* or *No* radio button to request lower rates if available.
  - **Allow cars with guarantee:** Select the *Yes* or *No* radio button to allow cars that require guarantees.

- **Allow Non-Compliant Rates to be offered?:** Select the *Yes* or *No* radio button to allow cars that are non-compliant to company policy to be displayed.
- **Only offer this vendor when others are sold out:** Select the *Yes* or *No* radio button to only offer this vendor when others are sold out. This is only available for airport searches.
- **Override user's id with direct bill number?:** Select the *Yes* or *No* radio button to override the user's id with the direct bill number.
- **Enter unique GDS format required for direct bill (optional):** Enter the information as it is provided by the car rental company.
- o **Location Preferences:**
  - **Apply globally (except where overridden by locale)** Enter the following fields if appropriate:
    - **Corporate Discount Number:** Enter the corporate discount number received from the car rental vendor
    - **Override rate code:** Enter the override rate code received from the rental car vendor
    - **Direct bill number:** Enter the direct bill number received from the rental car vendor
  - **Add a locale:** Select this link to select specific locations for use of this discount

code

- Apply By Locale:
  - If *by airport codes* was selected, enter the airport codes allowed to use this discount code separated by semi-colons. An example: *SFO;DFW;ORD*.
  - If *by states* was selected, select the state(s) from the dropdown list. Select more than one by holding down the control key while making selections.
  - If *by countries* was selected, select the state(s) from the dropdown list. Select more than one by holding down the control key while making selections.

1. Click the **Save** button to save the new private rate / discount code. The **Services | Code** page is redisplayed. Click the **Back to Private Rates** link to return to the **Services | Private Rates** page.
2. Click the **Private Rate Sets** link to add the **Private Rate / Discount Code** list to a set. Select the appropriate Private Rate type's link.

#### 1.4.1.4 Hotel Discount Codes

- **Hotel Discount Codes:**

○ **General Settings:**

- **Discount Code Name:** Name the discount code to help recognize the market to which it applies.
- **Activate this private rate:** Select the checkbox to activate the private rate.

○ **Hotel Discount Codes:**

**Note:** Due to GDS restrictions, generally only one hotel list will be entered. Worldspan, Sabre and Apollo limit the number of hotel discount codes to 3. Entering more than the allowed number of discount code lists or an invalid discount code may result in issues with hotel availability search results. If availability is in question, this area may be configured incorrectly.

- **Enter one or more comma separated GDS corporate rate ID's (Apollo only supports 3 IDs) to request discounted room rate:** Enter the GDS provided corporate ID's that can request the discounted rates. **NOTE:** This field requires commas between entries.
- **Limit the display of hotel room rates to those whose rate descriptions match any of the following comma separated key words or phrases:** Display only hotels whose rate descriptions include the key words entered. Examples: *Government* or *Gov*, *AAA*, *Travel Agency*

**Note:** Add any additional hotel rate descriptions that may return from the GDS if appropriate.

- **Remove hotel room rates from the display if the rate description matches any of the following comma separated key words or phrases:**

---

Do not display only hotels whose rate descriptions include the key words entered. Examples: Government or Gov, AAA, Travel Agency

---

**Note:** Add any additional hotel rate descriptions that may return from the GDS if appropriate.

---

- **Remove hotel room rates from the display if the rate is not refundable:**
- **Flag hotel room rates as preferred rate in the display if the rate description matches any of the following comma separated key words or phrases:**
- **Enter up to 24-character label that will be shown next to preferred rates:** Enter a tip or hint to indicate to the traveler this is a preferred property.
- **Limit rate match to:** Dropdown list includes *Preferred Hotels and Chains*, *Preferred Hotels – Defined Rate and Chains*, *Preferred Hotels – Defined Rate*, *Preferred Hotels Any Rate* or *Preferred Chains Only*.
- **Allow non-preferred rates to display if the rate is less than the lowest preferred rate:** Select Yes or No.

Perform rate and keyword match at:

Show non-preferred rates:

Remove Preferred flag when preferred rate is unavailable:  
 Yes  
 No

Request specific hotel rate type, if available: (i.e. use or don't use GOV)  
 Yes  
 No

Enter only one valid rate type: (i.e. use GOV)

Select a hotel chain and enter your corporate discount number for the chain to book discounted room rates:

Discount Codes	
Hotel Chain	Discount Number
<input type="button" value="None"/>	<input type="text"/>
<a href="#">Delete</a>	
<a href="#">Add another discount code</a>	

- **Perform rate and keyword match at:** Select *Both site and Partner*, *Site or Partner*.
- **Show non-preferred rates:** Select *In line with preferred rates*, *Only if preferred rates unavailable*, or *Never show non-preferred rates*.
- **Remove Preferred flag when preferred rate is unavailable:** Select Yes or No.
- **Request specific hotel rate type, if available:** Select Yes or No.
- **Enter only one valid rate type:** Enter the rate type. Examples: GOV, G.

---

**Note:** This code may differ by GDS. If no rates are returned, the code may be incorrect for that GDS.

---

- **Select a hotel chain and enter your corporate discount number for the chain to book discounted room rates:**

- Click **Add another discount code:** to select and add hotel chain names for the dropdown list.
  - Enter the **Discount Number** provided by the hotel chain to allow the discount's use.
1. Click the **Save** to save the private rate / discount code. The **Services | Code** page is redisplayed. Click the **Back to Private Rates** link to return to the **Services | Private Rates** page.
  2. Click the **Private Rate Sets** link to add the **Private Rate / Discount Code** list to a set. Select the appropriate Private Rate type's link.

## 1.4.2 Private Rate Sets

Airline and Train Private Rate Sets are processed using the same steps.

### 1.4.2.1 Airline and Train Private Rate Sets

- **Airline (Train) Private Rate Sets:**

Set Name	Used In Rule
A20	Yes

- Click the **Add A New Airline (Train) Rate** link to add a new set, or click an existing set record to edit that record. The **Services | Add** page is displayed.

- **Private Rate Set Name:** Name the Private Rate Set. This name should be easily recognizable as a specific Private Rate Set configuration. An example is Airline Private Rates or Train Private Rates.



- Click the **Add Rates** button. Select the radio button beside the **Airline (Train) Rates List** name to add it to the set.

Select One	Name	Submission Date	Active
<input type="radio"/>	Test Rate	August 21, 2007	Yes

OK OK & Add Another Done

- Click **OK** if there is only one list to add, or click the **OK & Add Another** if others need to be added to the set.
- Click **Done** to save the list in the set.
- Then Click the **Save** to save the new **Private Rates Set** and **Back to Private Rates** to return to the **Services | Private Rates** page.

### 1.4.2.2 Rental Car / Hotel Discount Code Sets

- **Rental Car / Hotel Discount Code Sets:**

Settings	Users	Services	Groups	Rules	Reports	Profiles
<a href="#">Back to Private Rates</a>						
<b>Services   Rental Car/Hotel Discount Code Sets</b>						
Rental Car/Hotel Discount Code Sets						
Set Name		Used In Rule				
<a href="#">MC set</a>		Yes <span style="float: right;">✖</span>				
<a href="#">Add A New Rental Car Discount Code Set</a>						

**Note:** Rental cars must be added to the set for them to appear in trip search results.

**Note:** Add rental car and hotel discount lists to the same set.

**Note:** Add only 3 or 4 hotel discount code lists to one set depending on the GDS.

- Click the **Add A New Rental Car Discount Set** link to add a new set, or click an existing set record to edit that record. The **Service | Add** page is displayed.

Settings	Users	Services	Groups	Rules	Reports	Profiles
<a href="#">Back to Rental Car/Hotel Discount Code Sets</a>						
<b>Services   Add</b>						
Rental Car/Hotel Private Rate Set						
Rental Car/Hotel Rate Set Name: <input type="text" value="Northeast Rental Car/Hotel Set"/>						
Rental Car/Hotel Discount Codes						
Name	Submission Date	Active				
You do not have Rental Car Rates in this Set at this moment						
<span>Save</span> <span>Add Rates</span> <span>Cancel</span>						

- **Rental Car / Hotel Rate Set Name:** Name the Private Rate Set. This name should be easily recognizable as a specific Private Rate Set configuration. An example is *Northeast Rental Car/Hotel Set* or *Hotel Rate Codes*.

- **Add Rates** button. Select the radio button beside the Car Rental or Hotel List name to add it to the set.

Settings Users **Services** Groups Rules Reports Profiles

[Back to Add](#)

## Services | Search & Add Discount Code

Search for Rental Car/Hotel Rate Starting with:

Rental Car/Hotel Discount Codes

Select One	Name	Submission Date	Active
<input type="radio"/>	ET	August 21, 2007	Yes
<input checked="" type="radio"/>	ZI	August 21, 2007	Yes

[First](#) | 11 - 12 of 12

- Click **OK** if there is only one list to add, or click the **OK & Add Another** if others need to be added to the set.
- Click **Done** to save the list in the set.
- Click the **Save** to save the new Private Rates Set and **Done** to return to the **Services | Private Rates** page.

#### 1.4.2.3 Hotel Private Rate Sets

- **Hotel Private Rate Sets:**

Settings Users **Services** Groups Rules Reports Profiles

[Back to Private Rates](#)

## Services | Hotel Private Rate Sets

Hotel Private Rate Sets

Set Name	Used In Rule
You do not have Sets for Negotiated Rates at this moment	

[Add A New Hotel Private Rate Set](#)

**Note:** The Hotel Private Rate Set provides a method to upload files using the template supplied. The upload fully replaces an existing file; it does not append to it. Therefore, all records must be loaded each time a change is needed. We also recommend keep a historical file to allow restoring a successful file while research is conducted into a failed upload.

**Note:** If Hotel Search Results are being displayed using the tabbing function, the hotels loaded using the Hotel Private Rate Set upload will be presented to the user within the category of "Corporate Preferred Hotels"

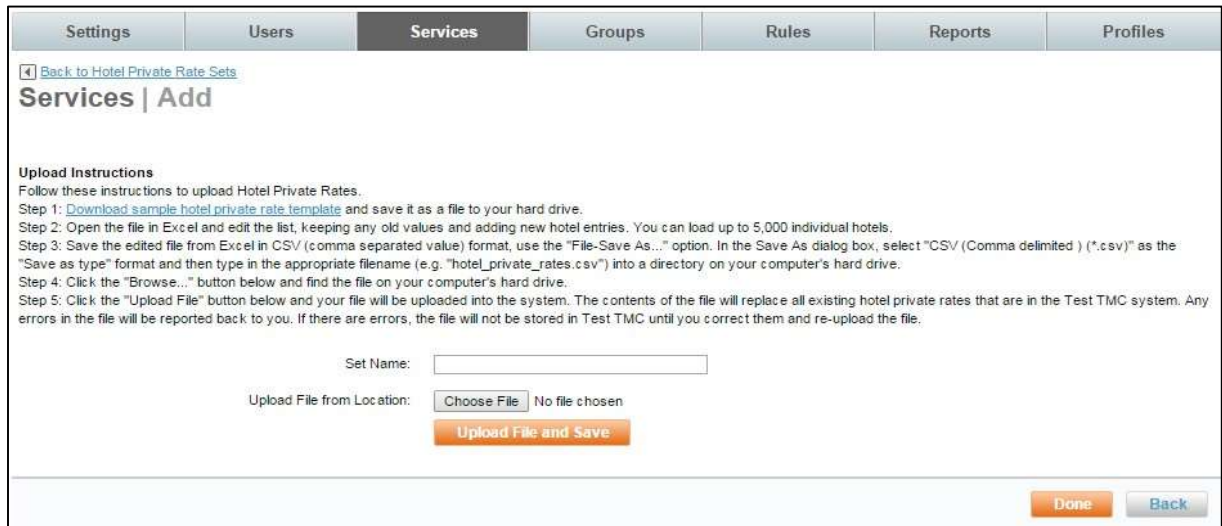
- Select the **Add A New Hotel Private Rate Set** link to add a new set, or click an existing set record to edit that record.



- The **Services | Add** page is displayed and provides **Upload Instructions**.

**Best Practice:** It is recommended a new record be created for each upload instead of updating a previously successful record. If the new upload fails for some reason, an older successful version of the upload can quickly be rerun instead of having either no records, or a partial file loaded in the Partner Dashboard because of the upload failure.

The upload function is a FULL file replace. Therefore, if new hotels are to be added to the database, those hotels need to be added to the existing spreadsheet and the entire file needs to be uploaded. Uploading only the new hotel will result in only that hotel being available to the traveler.



- **Set Name:** Name the Hotel Private Rates Set. This name should be easily recognizable and include the run date.
- **Upload File from Location / Choose File:** Click the Choose File button to select a file to upload into the Partner Dashboard. The file must conform to Partner Dashboard standards.
- **Upload Instructions:** Follow these instructions to upload Hotel Private Rates.
- [Download sample hotel private rate template](#) and save it as a file to the hard drive.
- Open the file in Excel and edit the list, keeping any old values and adding new hotel entries. Up to 5,000 individual hotels can be loaded.
- Save the edited file from Excel in CSV (comma separated value) format, use the "FileSave As..." option. In the Save As dialog box, select "CSV (Comma

---

delimited) (\*.csv)" as the "Save as type" format and then type in the appropriate filename (e.g. "hotel\_private\_rates.csv") into a directory on the computer's hard drive.

- Click the "Browse..." button below and find the file on the computer's hard drive.
- Click the "Upload File" button below and the file will be uploaded into the system. The contents of the file will replace all existing hotel private rates that are in the site system. Any errors in the file will be reported back to the user who submitted the job. If there are errors, the file will not be stored in the site until they are corrected and reupload into the database.

1. When the file completes, click **Done** to save the upload.

---

**Note:** Previously uploaded files can be downloaded by clicking the Private Rate Set name on the list and then clicking the Download link. The previously uploaded file will download with all fields completed.

---

2. Click **Done** to return to the **Services | Private Rates** page and the **Back to Travel** link to return to the **Travel** page.
3. Click the “**\_ changes not applied**” link to view the changes. The changes made since the last commit are displayed. Click the **Commit** button to commit the changes to the database.

## 1.5 Reference Points

Reference points are destinations that are frequently visited by the corporate travelers and must have specific addresses. They may be located within a single city or not. Generally, reference points would be the specifics of several locations within a campus or city. An example would be a large corporation may be located in several buildings throughout an area. By defining each location in the Partner Dashboard, accurate distances can be returned when radius searches are performed for car services and hotels.

Reference points are loaded in the Partner Dashboard by the site administrator.

---

**Note:** When a site is cloned from a template, Reference Points are cloned too. Most Reference Points can remain the same as those found on the template, but some may need to be adjusted depending on the individual site's requirements.

---

1. Click the **Services** tab.
2. The **Services | Travel** page is displayed. Click the **Reference Points** link.

**Services | Overview**

- Travel**
  - Travel Agency
  - Vendors
  - Travel Policy
  - Policy Display
  - Compliance Codes
  - Custom Fields
  - Alternate Airports
  - Site Payment Cards
  - Corporate Payment Cards
  - Private Rates
  - Hotel Per Diem
  - Reference Points ←
  - Restricted Countries
- Airport Parking**
  - Configurations for Groups
  - Policies
- Car Service**
  - Configurations for Groups
  - Policies
- Expense**
  - Additional charges apply when Expense is enabled.
  - General Settings
  - Configurations for Groups
  - Load Default Expense Settings
  - Payer Management
- Shipping**
  - General Settings
  - Configurations for Groups
  - Provider Accounts
  - Policies

- The **Services | Reference Points** page is displayed. Click the **Add a New Reference Points Set** link to add a new reference point file, or click a reference points record to edit that record.

**Services | Reference Point Sets**

Reference Point Sets

Set Name	Used In Rule
You do not have Sets for Reference Points at this moment	
<a href="#">Add A New Reference Point Set</a> ←	

- The **Services | Add** page is displayed providing **Upload Instructions**.

**Services | Add**

**Upload Instructions**

Follow these instructions to upload Reference Points.

Step 1: Use the [Sample Reference Point Template](#) and save it to your hard drive.

Step 2: Open the file in Excel and edit the list.

Step 3: Save the edited file from Excel in CSV (comma separated value) format, use the "File-Save As..." option. In the Save As dialog box, select "CSV (Comma delimited) (\*.csv)" as the "Save as type" format and then type in the appropriate filename (e.g. "reference\_points.csv") into a directory on your computer's hard drive.

Step 4: Click the "Browse..." button below and find the file on your computer's hard drive.

Step 5: Click the "Upload File" button below and your file will be uploaded into the system. The contents of the file will replace all existing reference points that are in the Test TMC system. Any errors in the file will be reported back to you. If there are errors, the file will not be stored in Test TMC until you correct them and re-upload the file.

Set Name:

Upload File from Location:  No file chosen

**Best Practice:** It is recommended a new record be created for each upload instead of updating the previously successful record. If the new upload fails for some reason, an older successful version of the upload can quickly be rerun. When the upload fails, no reference points will be displayed to the traveler.

- 
- **Set Name:** Name the Reference Point Set. This name should be easily recognizable and include the run date.
  - **Upload File from Location / Choose File:** Click the Choose File button to select a file to upload into the Partner Dashboard. The file must conform to Partner Dashboard standards.
  - **Upload Instructions** - Follow these instructions to upload Reference Points.
    - Use the [Sample Reference Point Template](#) and save it to the hard drive.
    - Open the file in Excel and edit the list.
    - Save the edited file from Excel in CSV (comma separated value) format, use the "FileSave As..." option. In the Save As dialog box, select "CSV (Comma delimited) (\*.csv)" as the "Save as type" format and then type in the appropriate filename (e.g. "reference\_points.csv") into a directory on the computer's hard drive.
    - Click the "Browse..." button below and find the file on the computer's hard drive.
    - Click the "Upload File" button below and the file will be uploaded into the system. The contents of the file will replace all existing reference points that are in the site system. Any errors in the file will be reported back to the person who submitted the file. If there are errors, the file will not be stored in site until they are corrected and the file is reuploaded.

---

**Note:** To remove data previously uploaded in a field, it is recommended double quotes ("" ) be entered into the field to completely remove data. This is especially true for fields with a text type.

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5. When the file to upload has been located, click the **Upload File** and **Save** button to process the file.
6. When the file completes, click **Done** to save the upload.

---

**Note:** Previously uploaded files can be downloaded by clicking the Private Rate Set name on the list and then clicking the Download link. The previously uploaded file will download with all fields completed.

---

7. Click **Done** to return to the **Services | Reference Point** page and **Back to Travel** to return to the **Travel** page.
8. Click the “**\_ changes not applied**” link to view the changes. The changes made since the last commit are displayed. Click the **Commit** button to commit the changes to the database.