deem®

Deem Travel Partner Dashboard Training -

Module Six –

Support Case Entry

Marketplace Services

Version 17, October 19, 2015 Series

TABLE OF CONTENTS:

1 Module Series Overview

Welcome to Deem's Basic Dashboard Training.

Whether this is an introduction to the Deem Partner Dashboard or it is a refresher, we are confident that needed information about the dashboard will be gathered during each section of this course.

As an Administrator or Reseller of the Deem Travel application, the basics of administering users, managing policy, understanding customization, reporting features and enabling additional long tail services will be learned. These have all been identified as areas of key customization after the template site has been configured for the successful site administrator.

Classes have been arranged in a logical consecutive flow and will be offered several times each year. The content and learning objectives for each module are designed to stand alone so if necessary, some of the modules can be taken now and others can be attended during later series to complete the course, as time allows. We also offer session recordings that can be downloaded and listened to at a more convenient time.

In preparation for any of the online training sessions, please become familiar with the documentation required for each module.

We are glad you could join us!
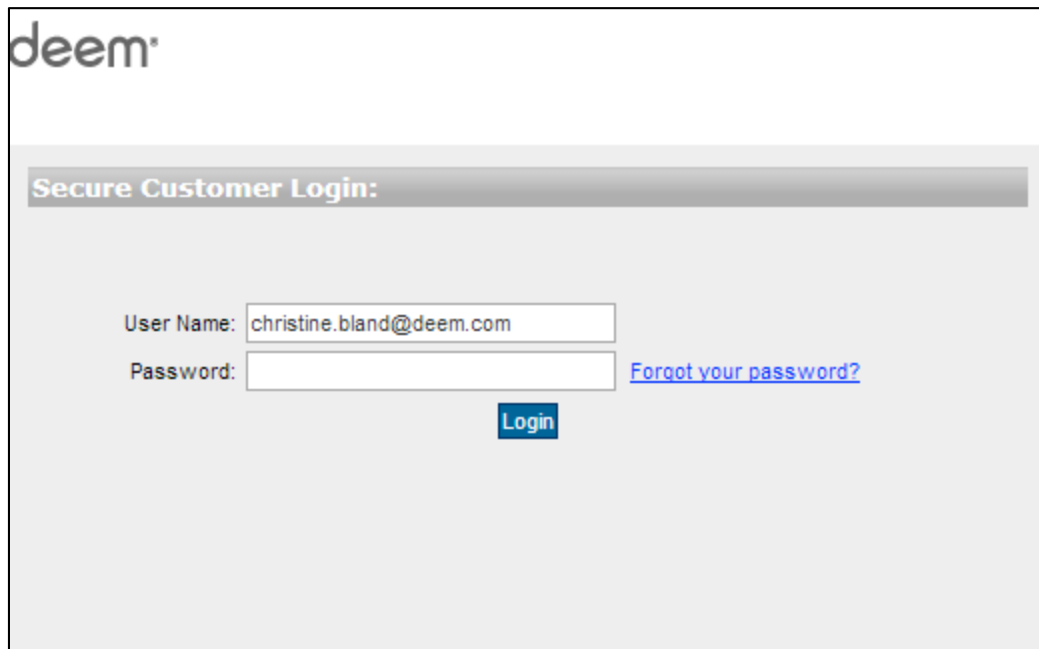
2   Support Case Entry

Support Cases are entered for many different reasons. They may be the result of testing that doesn't go exactly as you hoped, or they can contain questions. In this section we will cover how to enter a Support Case that effectively identifies your issue.

2.1   Reporting an Urgent Issue

First, determine the Urgency of the Request. If you are **Reporting an Urgent Issue -** Including site outages, major feature failures & other emergencies involving major feature / service failure or ALL users, with NO workaround, **Call 1-888-753-2580 – 24 hours / 7 days a week** first and then enter a Support Case to be used for tracking the issue.
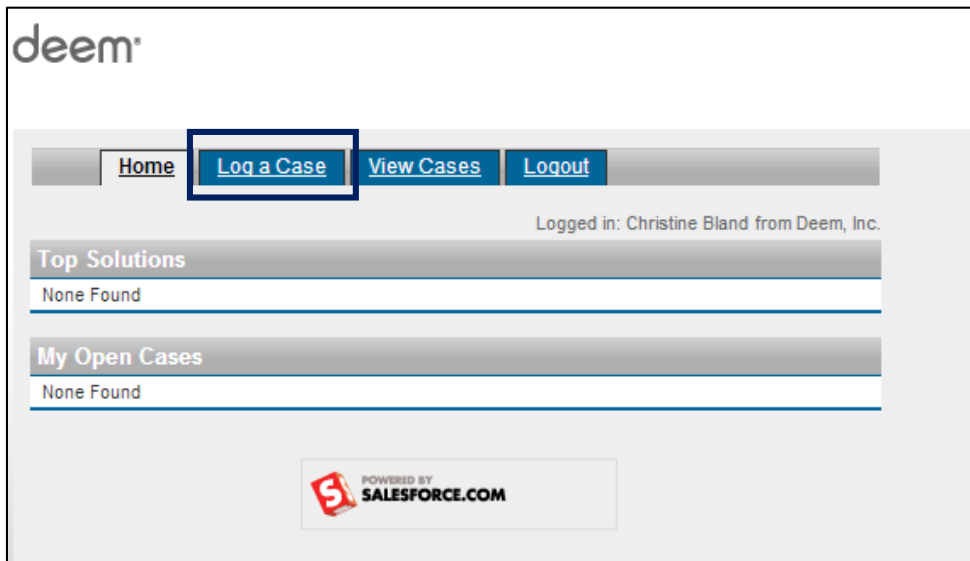
2.2   Entering a Support Case for All Issues

1. Sign into the **Customer Support Portal** found at **http://support.deem.com/** using your email address as the **User Name** and enter your **Password**.

2. The **Home** page is displayed. Click the **Log a Case** tab to report an issue.

3. The **Log a Case** page is displayed. The **Contact Name**, **Account Name**, **Contact Phone** and **Contact email** fields will be pre-populated with the information associated to your profile.
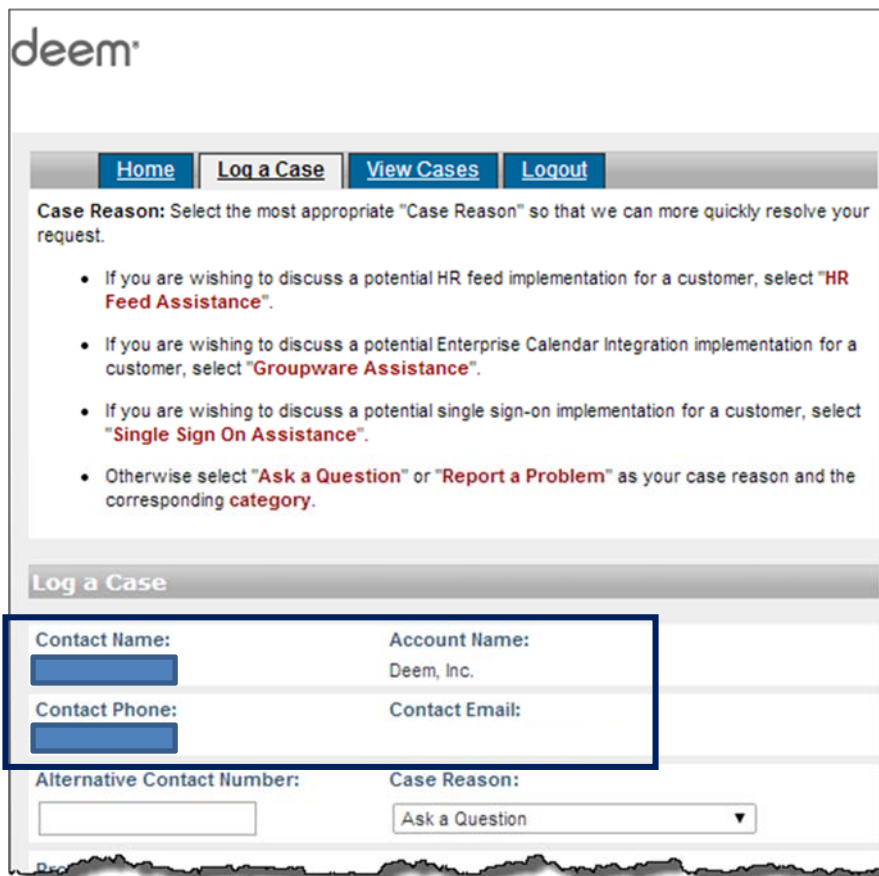
Scroll down to see bottom of the page:

- Note required fields marked with an "*":
  - Case Reason
  - Product
  - Customer Priority
  - Subject
  - Permission to Test
  - Description
  - Steps to Reproduce Error

4. Select a **Product** from the drop down list. Products include:
  - Airport Parking
  - False Ticket
  - Mobile
  - Offers
  - Purchase
  - Travel
  - User Access
  - Non-supported end user
  - Database Feeds and Reports
  - and others

5. Determine the **Urgency of the Request:**

Reporting an Urgent Issue -

o **Urgent Issues** – Including site outages, major feature failures & other emergencies involving major feature / service failure for ALL users, with NO workaround

- **Call 1-888-753-2580 – 24 hours / 7 days a week**

- Enter a Support Case at support.deem.com

- Deem will respond as defined in customer agreement

- Defect/Issue Resolution: ASAP

Note: After calling the number, please enter a case. The case is used for tracking the resolution progress.

Reporting a Non-Urgent Issue or Request:

o **Normal Issues** – Including major feature failure with a reasonable work around, feature failure for a limited number of users, non-urgent configuration requests and cosmetic issues

- Use the **Customer Support Portal**

- Deem will respond as defined in customer agreement

- Defect/Issue Resolution: Next commercially reasonable opportunity

o **Customer Support Portal – found at http://support.deem.com/**

- **Determine the Type of Request**

  • Need a site configuration change? Select "Configuration Request"

  • Need HR feed or user profile upload help? Select "HR Feed Assistance"

  • Need GDS profile synchronization help? Select "Groupware Assistance"

  • Need single sign-on help? Select "Single Sign On Assistance"

  • Need to ask a question? Select "Ask a question"

  • For any other help: Select "Report a Problem"

6. Determine the **Priority:**

1 - Urgent - Crash / Data Loss

2 - High - Major / No Workaround

3 - Normal - Minor / Workaround

4 - Low - Cosmetic / Trivial

7. Complete the remaining fields:

• **Select the Case Category** from the drop down list
• **Enter the Case Subject** that provides a summary of what you are experiencing
• **Enter the Case Description**: Provide a more detailed description of the issue

  o Include the site name where the issue is occurring
  o Include the Process ID if possible - found at the end of the URL on the Trip Details page

🔒 https://███████████████.com/rc/services/common/details.do?_proc_id=1232971817◄

  o If you are using a generic Support Portal log in, provide your contact information
  o Provide the name of the user who is experiencing the issue
  o Provide specific Steps to reproduce the issue

8. Click the **Submit** button at the bottom of the page.

Note - Attachments / comments can be added after the case is submitted.

## 2.3 Viewing an Existing Case (Entering Comments and Attachments)

1. Sign into the **Customer Support Portal** using your email address as the **User Name** and **Password**.

2. The **Home** page is displayed. Click the **View Cases** tab to view an existing issue.
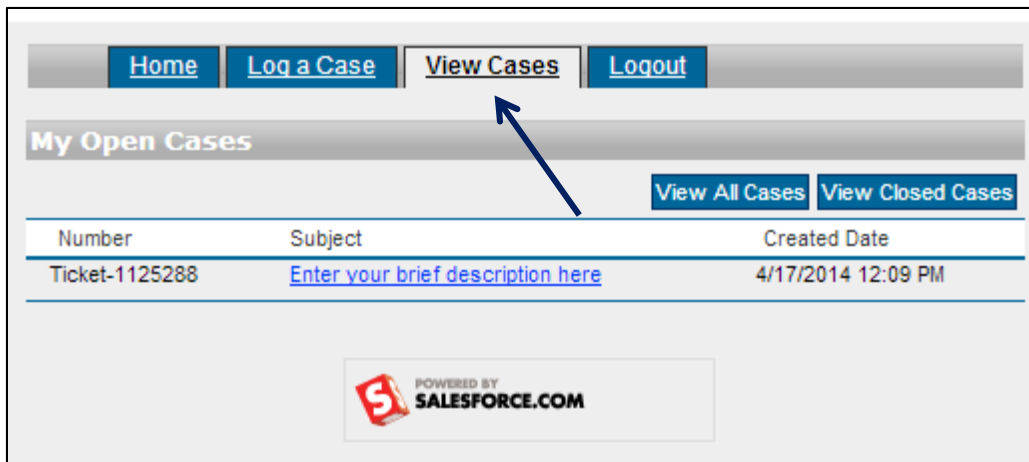
3. While on the **View Cases** tab, click the **Subject** link of the case to view the case.
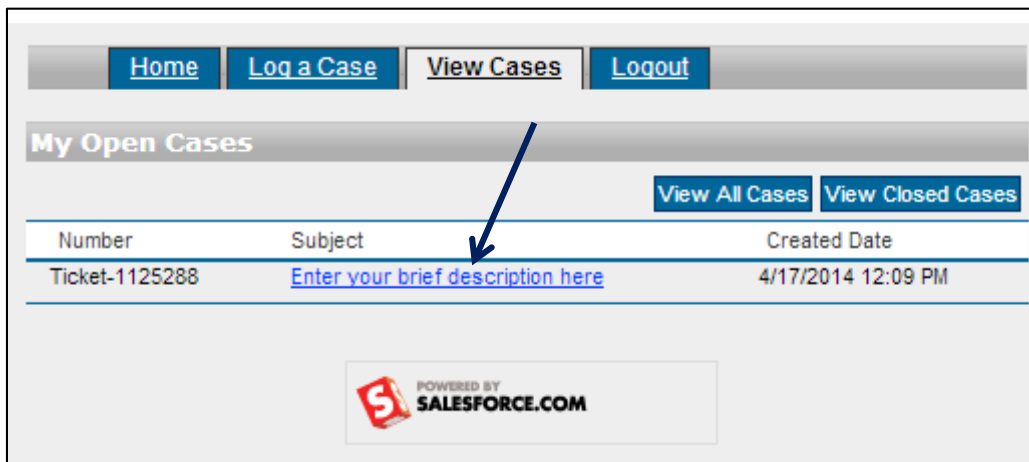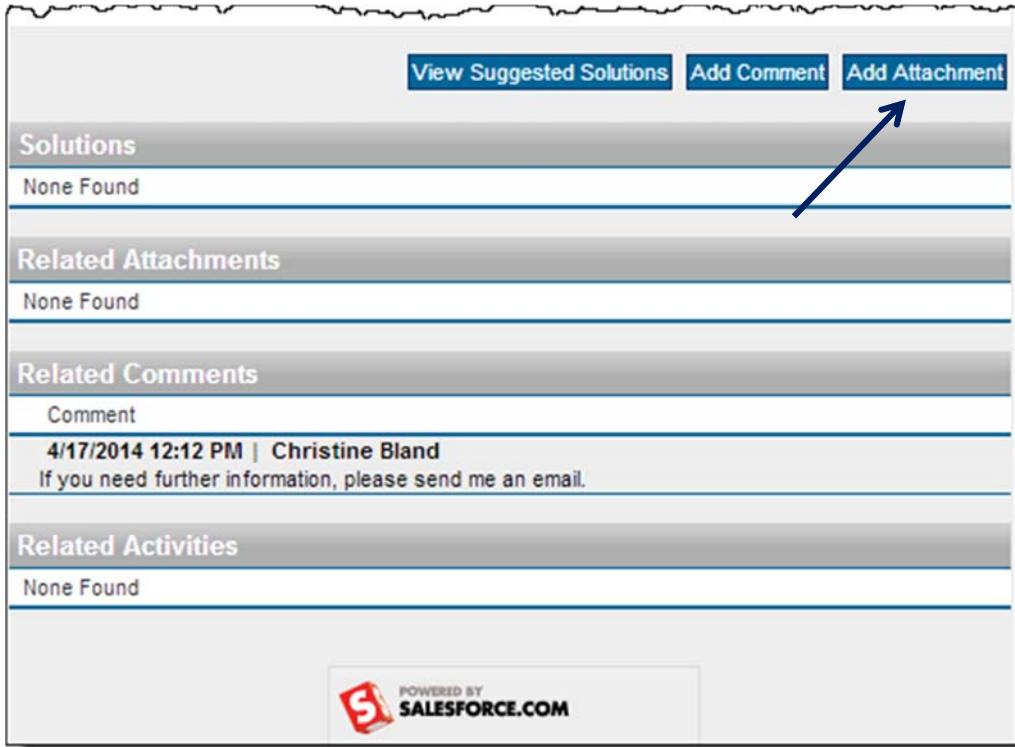
4. Scroll down to the bottom of the page and click the **Add Comment** tab to add a comment to this case.
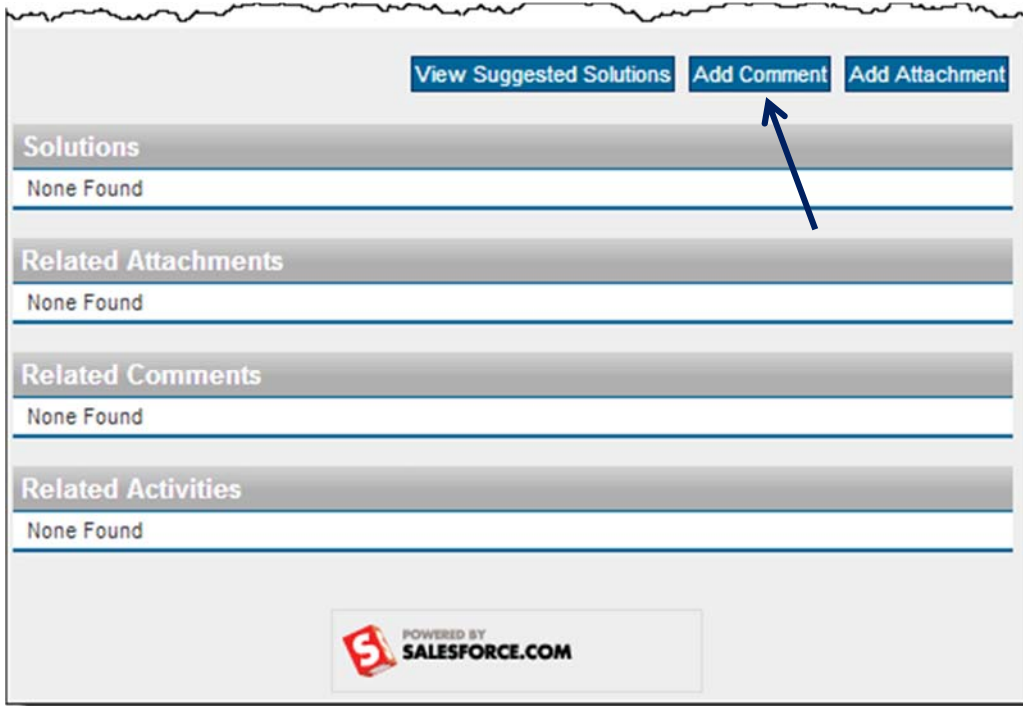
- Add your comments and click **Submit.**

5. Add attachments by

   a. Selecting the **Add Attachment** tab.

   a. **Browse** for the file, select it and click **Attach File**.

b. Click **Done** when you have completed attaching files.

6. The Case now has a Comment and an Attachment to better clarify / provide additional information about the case.
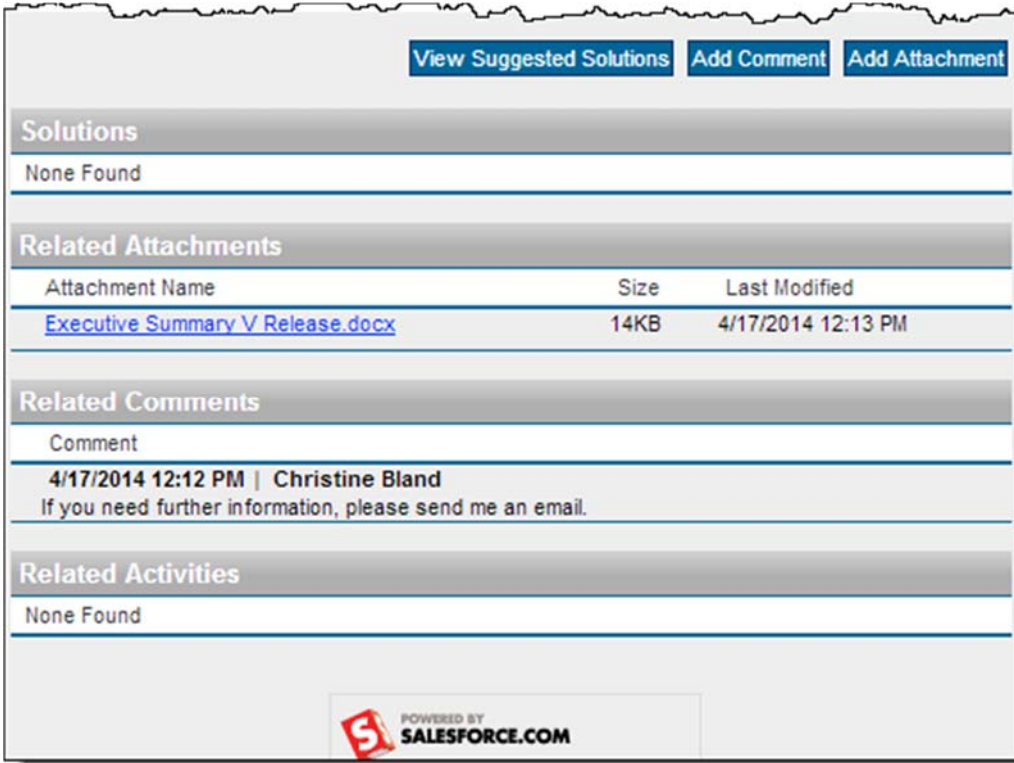
2.4 Logging Out of the Support Portal

To log out of the Support Portal, click the Logout tab at the top of the page. The Log In page is redisplayed.

3 Marketplace Services

When Deem speaks about Marketplace Services, we are referring to services other than Air, Car Rental and Hotel. Marketplace Services are services which can also be enabled on the dashboard for additional savings and added control of spend. These services include:

- Airport Parking
- Car Service

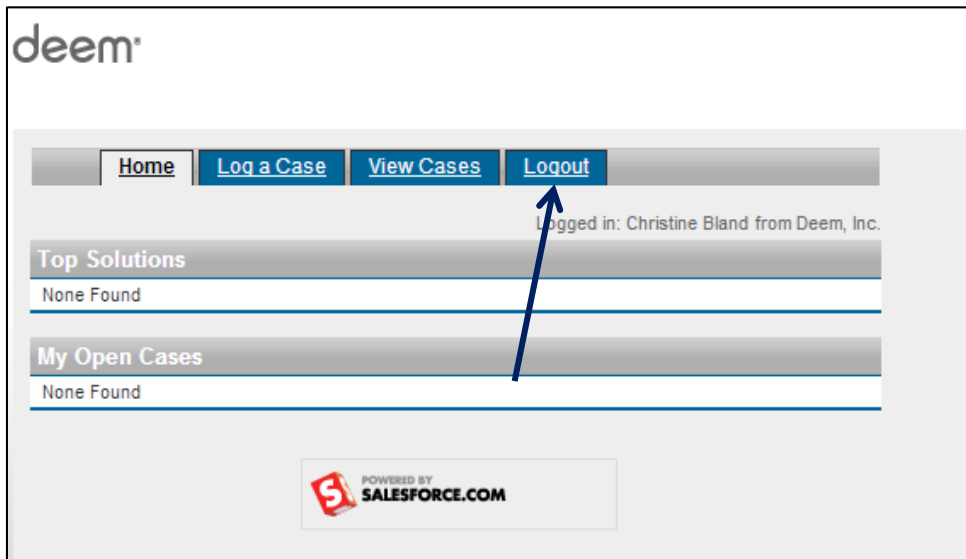**Note:** When a site is cloned from a template, all Marketplace Services are cloned too. Most of the services can remain the same as those found on the template, but some may need to be adjusted depending on the individual site's requirements.

3.1 Airport Parking

The Deem Airport Parking service allows corporations to communicate airport parking policies to travelers and increases control over parking spend. The service allows the traveler to reserve airport parking at the corporate rate while following length of stay and other policies.

Deem has partnered with Park N'Fly in the US and Purple Parking in the UK to provide this service.

3.1.1 Airport Parking Configuration

1. Click the **Services Tab** then the **Airport Parking** link in the **Travel** section of the page.
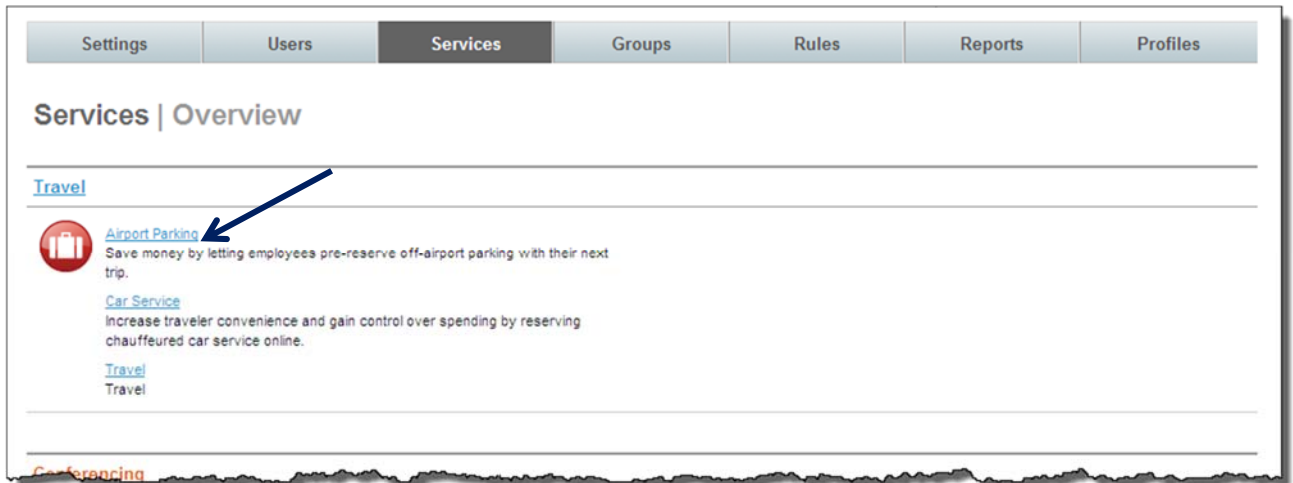
2. The **Services | Airport Parking** page is displayed. Click the **Configurations** link to configure how the service works for different groups.

3. The **Services | Configurations** page is displayed. Click **Add A New Configuration** link to add a new record, or click the name link of an existing configuration record to edit that record.

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

   • **Service Configuration:**

- o **Configuration Name:** Name the configuration. This name should be easily recognizable as a specific airport parking configuration. An example is *VIP Airport Parking* to show that this configuration is for VIP travelers.
- o **Description:** Provide an optional description for the configuration.
- **Service Options:**

Service Options

Search Page Message

<P><B>The easy way</B> to save time. Park at an off-airport location and take a convenient shuttle to the terminal. On your return, shuttles depart the terminal every three to five minutes.</P>
<P><B>The safest way</B> to the airport and back. Parking lots are gated and well-lit. </P>
<P><B>The friendly way</B> to get to your gate. Additional services include luggage assistance, help with dead batteries, and car washes.</P>
<P>NOTE:

- No coupons, promotions or special rates can be combined with online rates.
- Drop-off and Pick-up times should be the time you want to arrive at the lot, not your flight time.
- Advance booking requirements may vary by location.</P>

Results Page Message

Select one of the results or modify your search using the tools above.

Confirmation Page Message

Your printed copy of your reservation is used two ways. When you arrive at the facility it can be used to guarantee you a parking space. When you exit the facility, the cashier will attach it to your ticket as proof of payment.<P>Having only your confirmation number is not proof of purchase. Without this voucher, you must pay the cashier the full amount when exiting the facility. Facility staff are unable to access your on-line booking and cannot verify your purchase without your printed reservation.</P>

Cancel Page Message

Change Page Message

- o **Search Page Message:** Enter the message using HTML tags or plain text to be displayed on the Airport Parking Search Page.
- o **Results Page Message:** Enter the message using HTML tags or plain text to be displayed on the Airport Parking Search Results Page.
- o **Confirmation Page Message:** Enter the message using HTML tags or plain text to be displayed on the Airport Parking Confirmation Page.
- o **Cancel Page Message:** Enter the message using HTML tags or plain text to be displayed on the Airport Parking Cancellation Page.
- o **Change Page Message:** Enter the message using HTML tags or plain text to be displayed on the Airport Parking Change Page.

- **Enable Park N'Fly:** Select the checkbox to enable the airport parking service using Park N'Fly and its affiliates. *Park N'Fly is available in the US only.*

- o **IATA Code:** Enter the agency's IATA code. One code will be issued per TMC or direct customer and can be the same number for use on all cloned sites.
- o **Cancellation Policy:** Enter the message using plain text to be displayed under the rules and restrictions section of the purchase page as well as on the confirmation email sent to the traveler as the service cancellation policy.
- o **Change Policy:** Enter the message using plain text to be displayed under the rules and restrictions section of the purchase page as well as on the confirmation email sent to the traveler as the service change policy.
- **Enable Purple Parking:** Select the checkbox to enable the airport parking service using Purple Parking and its affiliates. *Purple Parking is available in the UK only.*
  - o **Source Code:** Enter the corporate discount code provided to Deem by Purple Parking.
5. Click **Save** to save the configuration. Click the **Back to Airport Parking** link to return to the **Services | Airport Parking** page.

3.1.2 Airport Parking Policy

Upon configuration of the service, all selections made from the search results page would be considered within policy. To control company spend or airport parking selection, policies would need to be configured that specify what would be defined as *Out of Policy – Allowed* or *Out of Policy – Not Allowed.*

1. Click the **Services Tab** then the **Airport Parking** link in the **Travel** section of the page.

2. The **Services | Airport Parking** page is displayed. Click the **Policies** link to configure policy.

3. The **Services | Policies** page is displayed. Click the **Add A New Policy** link to configure policy.

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

- **Policy:**
  - o **Policy Name:** Name the policy to be easily recognizable as a specific car service policy. An example is *VIP Airport Parking* to show that this configuration is for VIP travelers.
  - o **Description:** Enter an optional policy description.
- **Policy conditions (All conditions must be true for this policy to be activated):**
  - o **Field:** Select the field to use to define this policy

Field	Operator	
Supplier name Provider name Facility code Parking type Transaction currency code Airport code	Is equal to Is not equal to Contains Does not contain	Is in list Is not in list Starts with Ends with
Drop-off Pick-up Date	Is equal to Is not equal to After Before	Is in list Is not in list
Base cost, Daily rate	Is equal to	Is less than

| Length of stay (days)	Is not equal to	Is less than or equal to
Total transaction amount	Is greater than	Is in list
Difference from lowest cost item	Is greater than or equal to	Is not in list

- o **Value:** Enter the value to use to determine if the field / operator is out of policy. Examples: When Daily rate is greater than 15, or when Length of stay (days) is greater than or equal to 5.
  - ▪ **If all of the policy conditions are true:**
    - o **Mark this selection as:**
      - - **Out of Policy – Allowed:** This selection would result in the booking being allowed.
      - - **Out of Policy – Not allowed:** This selection would result in a hard stop requiring the traveler to make a different selection.
    - o **Show this description to the user for the selection:** Enter the message using HTML tags or plain text to be displayed to the traveler when the selection meets the criteria configured above as either Out of Policy – Allowed, or Out of Policy – Not Allowed.
    - o **Require the user to enter an explanation to continue with the selection:** By selecting this checkbox, the traveler would see an additional text box asking them to supply an explanation as to why they believe their selection should be allowed.
    - o **Notify the user's manager by email when the transaction is booked:** By selecting this checkbox, the traveler's manager, as noted on the traveler's profile, would receive an email when the "Out of policy – Allowed" booking was completed.
    - o **Notify these people by email when the transaction is booked:** By selecting this checkbox, emails would be sent to the addresses entered in the box provided when a transaction is booked that is "Out of policy – Allowed". Separate multiple email address with commas.
5. Click **Save** to save the policy. Click **Back to Airport Parking** to return to the Airport Parking Service Overview page.

3.1.3 Airport Parking Rules

Once the service and policy are configured and policy, if appropriate, add the service to a group of travelers.

To add the service to **Rules:**

1. Click **Rules** tab. The **Rules | Overview** page is displayed.
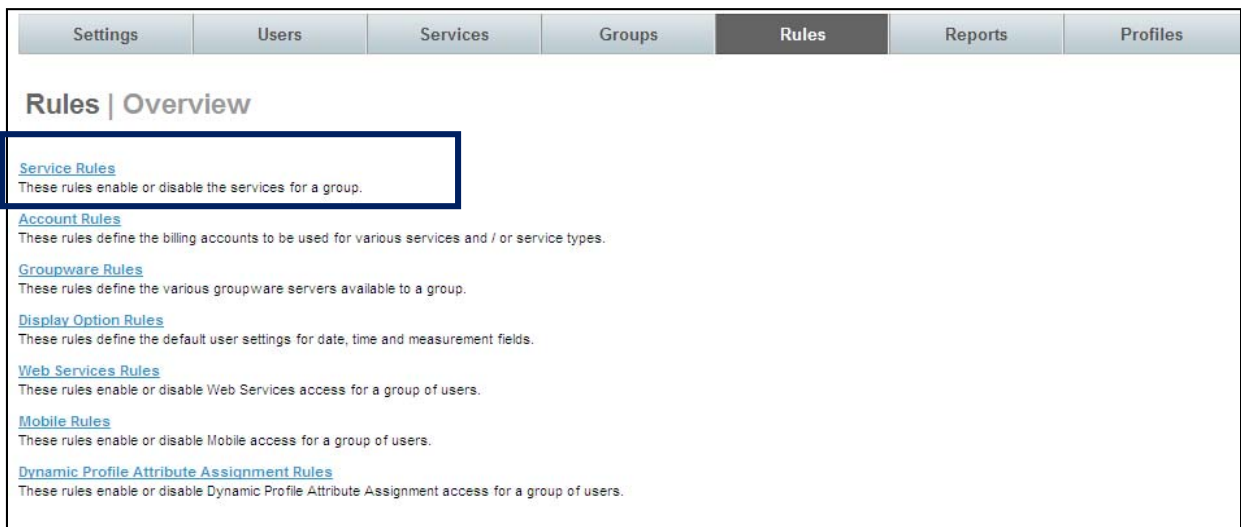
2. Click the **Service Rules** link. The **Rules | Service Rules** page is displayed. Locate the group for which to allow **Airport Parking** and click on the **Add** or **Edit** link found in the **Travel** column.

3. The **Rules | Travel Rule** page is displayed.

4. Scroll down to the bottom of the page to the **Enable Airport Parking** service with the following options section:

5. Select the **Enable Airport Parking with the following options:** checkbox to enable this service for the group.

6. Click the **Configuration** drop down list and select the appropriate configuration for this group.

7. Click the **Site Payment Card Set** link to select a payment card set.

8. Click the **Add Policy to List** link to select the appropriate policy for this group.

9. Click the policy name and then the **Add Selected** button to select the policy and the **Close** button to close the selection box.

10. Click **Save** to save the Service Rule.

11. Click the **Changes not applied** link to commit the changes. The group of travelers will now see the Airport Parking option and receive out of policy notification if appropriate.

3.2 Car Service

Car Service allows travelers to book chauffeured car service through the Deem site. Deem has access to over 2000 car service providers.

There are two options when configuring car service; the **Deem Preferred Network** where Deem has established negotiated rates with approximately 25 vendors and **Custom Rates** where an agency can specify their own preferred providers and rates.

A configuration can include both US and UK (GroundRez) settings.

Note: There is a Deem Car Service Form required to enable Car Service. Enter a Support case to request the latest form.

3.2.1 Deem Preferred Network Configuration

To configure a Deem Preferred Network:

1. Click the **Services Tab** then the **Car Service** link in the **Travel** section of the page.

2. The **Services | Car Service** page is displayed. Click the **Configurations** link to configure the service.

3. Click the **Add a New Configuration** link to add a new record, or click the name link of an existing configuration record to edit that record.

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

- **Service Configuration:**
  - **Configuration Name:**   We suggest the name of *Deem Network* for the configuration. This name will be easily recognizable as for the Deem Preferred Network.
  - **Description:** Provide an optional description for the configuration.
- **Service Options:**
  - **Request a Ride Page Message**: Default messaging is provided. Make changes as necessary.

3.2.1.1 US Providers

- o **Enable Ground Travel:** Select the checkbox to enable the car service.
  - - **Company Code:** Enter *33447* to take part in the Deem Preferred Network
  - - **Corporate Preferred Vendors**: To filter preferred vendors to the top of the results page, enter the preferred vendor codes here separated by commas, semicolons or spaces. These 3 digit codes must be provided by Deem. The gold icon encircling a P will also be displayed beside any preferred vendor.
- o **Messages Configuration –**
  - - **Select a Car Page Message:** Enter the message using HTML tags or plain text to be displayed on the Car Service Selection Page
  - - **Reserve Your Ride Page Message:** Enter the message using HTML tags or plain text to be displayed on the Car Service Reservation Page.
  - - **Reservation Confirmation Page Message:** Enter the message using HTML tags or plain text to be displayed on the Car Service Confirmation Page.
  - - **Cancellation Page Message:** Enter the message using HTML tags or plain text to be displayed on the Car Service Cancellation Page.
  - - **Reservation Status Page Message:** Enter the message using HTML tags or plain text to be displayed on the Car Service Reservation Status Page.

   o **Provider Configuration -**

- **Enable Sedan (1 – 3 passengers):** Select the checkbox to allow this car size.
- **Enable Shuttle (1 – 11 passengers):** Select the checkbox to allow this car size.
- **Enable SUV (1 – 7 passengers):** Select the checkbox to allow this car size.
- **Enable Limo (1 – 10 passengers):** Select the checkbox to allow this car size.
- **Enable Van (1 – 14 passengers):** Select the checkbox to allow this car size.
- **Enable Bus (15 – 48 passengers):** Select the checkbox to allow this car size.
- **Cut-off time [x] hours before pick-up:** Specify the number of hours before a pick-up that the traveler can book, cancel or change a reservation. The number can be from 4 to 24.
- **Cut-Off Alert:** Enter the message using HTML tags or plain text that the traveler will receive if they attempt to book, cancel or change a reservation after the above cut-off time. If no alert message is entered, a default message will be displayed instructing the traveler to contact the service provider.
- **Confirmation / Cancel / Status Notification Message:** Enter the message using HTML tags or plain text to display to traveler on the confirmation, cancelation and status notification pages and emails.
- **Override Provider Support Phone Number:** Select this checkbox if an alternative support phone number will be entered. This could be the number for a VIP to use instead of the number used by a member of the Everyone Group. If the checkbox is selected:

- • **Phone Number:** Enter the phone number to use when calling support.
  - **Maximum Stops:** Enter the maximum number of stops – up to 4 - IN ADDITION to the final destination allowed.
  - o **Reporting and Billing –**

  - **Employee ID:** Select this checkbox if the traveler's employee ID must be transmitted to the car service provider for reporting and or billing purposes.

Note: Values for the following 4 fields can be defined in the **Profile Field Settings** link on the Settings Tab. Edit the display label, data source, and when to display or require the field by selecting the **Configure Profile Fields** link. Customize these fields further by going to the **Customize Profile Fields** link.

  - **Cost Center:**
    - • Select the field name from the drop down list to designate the field whose value will be transmitted to the provider if the **Send to provider** checkbox is selected.
    - • Select the **Send to provider** checkbox to send the value of the field selected from the drop down list to the provider for reporting or billing purposes.
    - • Select the **User editable** checkbox if the user may edit the value found in their profile on the car service purchase page. The value is used for reporting and billing purposes and does not replace the profile value.
  - **Department Code:**
    - • Select the field name from the drop down list to designate the field whose value will be transmitted to the provider if the **Send to provider** checkbox is selected.
    - • Select the **Send to provider** checkbox to send the value of the field selected from the drop down list to the provider for reporting or billing purposes.
    - • Select the **User editable** checkbox if the user may edit the value found in their profile on the car service purchase page. The value is used for reporting and billing purposes and does not replace the profile value.

Note: Field names for **Account Number** and **Budget Code** may be displayed in {Brackets}. This indicates that the field name for one of the "MIS Fields" has been changed in the **Customize Profile Fields** function on the Settings Tab

  - **Account Number:**
    - • Select the field name from the drop down list to designate the field whose value will be transmitted to the provider if the **Send to provider** checkbox is selected.
    - • Select the **Send to provider** checkbox to send the value of the field selected from the drop down list to the provider for reporting or billing purposes.

- Select the **User editable** checkbox if the user may edit the value found in their profile on the car service purchase page. The value is used for reporting and billing purposes and does not replace the profile value.
  - **Budget Code:**
    - Select the field name from the drop down list to designate the field whose value will be transmitted to the provider if the **Send to provider** checkbox is selected.
    - Select the **Send to provider** checkbox to send the value of the field selected from the drop down list to the provider for reporting or billing purposes.
    - Select the **User editable** checkbox if the user may edit the value found in their profile on the car service purchase page. The value is used for reporting and billing purposes and does not replace the profile value.

3.2.1.2 UK Providers:

- o **Enable GroundRez:** Select the checkbox to enable car service in the UK.
- o **Corporate Code:** Enter the code received from the Deem Configuration Team for the Deem preferred provider. This is a required field.

o **Cost Center:** Select this checkbox if the traveler's cost center must be transmitted to the car service provider for reporting purposes.

o **Employee ID:** Select this checkbox if the traveler's employee ID must be transmitted to the car service provider for reporting purposes.

o **Corporate Preferred Vendors**: To filter preferred vendors to the top of the results page, enter the vendor codes here. These 3 digit codes must be provided by Deem.

o **Messages Configuration -**

- **Select a Car Page Message:** Enter the message using HTML tags or plain text to be displayed on the Car Service Selection Page

- **Reserve Your Ride Page Message:** Enter the message using HTML tags or plain text to be displayed on the Car Service Selection Page.

- **Reservation Confirmation Page Message:** Enter the message using HTML tags or plain text to be displayed on the Car Service Confirmation Page.

- **Cancellation Page Message:** Enter the message using HTML tags or plain text to be displayed on the Car Service Cancellation Page.

- **Reservation Status Page Message:** Enter the message using HTML tags or plain text to be displayed on the Car Service Reservation Status Page.

o **Provider Configuration –**

- **Enable Car (1 – 3 passengers):** Select the checkbox to allow this car size.
- **Enable Exec Car (1 – 3 passengers):** Select the checkbox to allow this car size.
- **Enable MPV (4 - 5 passengers):** Select the checkbox to allow this car size.
- **Enable 16 Passenger Coach (6 - 16 passengers):** Select the checkbox to allow this car size.

- **Enable 34 Passenger Coach (17 - 34 passengers):** Select the checkbox to allow this car size.
- **Enable 52 Passenger Coach (35 - 52 passengers):** Select the checkbox to allow this car size.
- **Cut-off time [x] hours before pick-up:** Specify the number of hours before a pick-up that the traveler can book, cancel or change a reservation. The number can be from 4 to 24.
- **Cut-Off Alert:** Enter the message using HTML tags or plain text that the traveler will receive if they attempt to book, cancel or change a reservation after the above cut-off time. If no alert message is entered, a default message will be displayed instructing the traveler to contact the service provider.
- **Confirmation / Cancel / Status Notification Message:** Enter the message using HTML tags or plain text to display to traveler on the confirmation, cancelation and status notification pages and emails.
- **Override Provider Support Phone Number:** Select this checkbox if an alternative support phone number is to be entered. This could be the number for a VIP to use instead of the number used by a member of the Everyone Group. If the checkbox is selected:
  - **Phone Number:** Enter the phone number to use.
- **Maximum Stops:** Enter the maximum number of stops – up to 3 - IN ADDITION to the final destination allowed.

5. Click **Save** to save the configuration. Click **Back to Car Service** to return to the Car Service Overview page.

3.2.2 Corporate Custom Rates Configuration

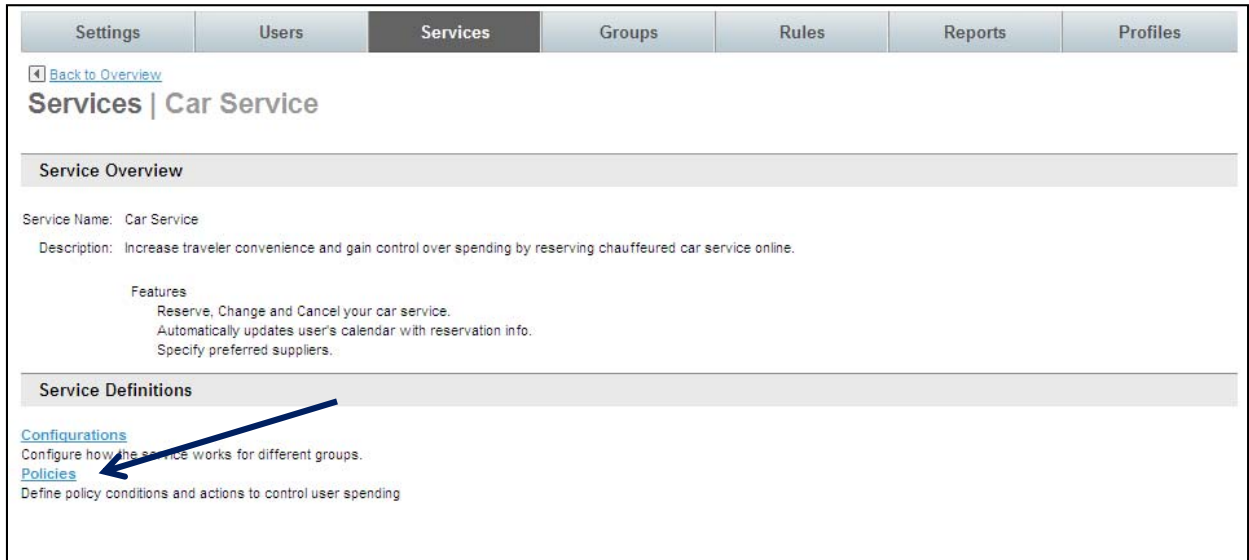The process to enable a Car Service using a site's predetermine Custom Rates:

1. Submit a request to Deem Support to determine if the vendor is an approved Deem Car Service vendor.

2. Complete the Deem Car Service form. Return the completed form to Deem Support.

3. The Car Service Provider must provide a file meeting all technical requirements for online booking.

4. Follow process to configure Deem Preferred Network with the following exceptions:

- **Service Configuration:**
  - **Configuration Name:** Use a name that is easily recognizable as a custom rates vendor.
  - **Description:** Provide an optional description for the configuration.
- **US Providers:**
  - **Company Code:** Enter the code received from Deem as the custom rates vendor code

5. Click **Save** to save the configuration. Click **Back to Car Service** to return to the Car Service Overview page.

3.2.3 Car Service Policy

Upon configuration of the service, all selections from the search results page would be considered within policy. To control company spend or car service selection, policies would need to be configured that specify what would be defined as *Out of Policy – Allowed* or *Out of Policy – Not Allowed.*

1. Click the **Services Tab** then the **Car Service** link in the **Travel** section of the page.

2. The **Services | Car Service** page is displayed. Click the **Policies** link to configure policy.

3. The **Services | Policies** page is displayed. Click the **Add a New Policy** link to add a new record, or click the name link of an existing policy record to edit that record.

4. The **Services | Edit** page is displayed. Complete the page:

- **Policy:**
  - **Policy Name:** Name the policy to be easily recognizable as a specific car service policy. An example is *VIP Car Service* to show that this configuration is for VIP travelers or *Everyone Policy* for use by all travelers.
  - **Description:** Enter an optional policy description.
  - **Policy conditions (All conditions must be true for this policy to be activated):**
    - **Field:** Select the field to use to define this policy

Field	Operator	
Provider name Supplier name Vehicle class Rate type	Is equal to Is not equal to Contains Does not contain	Is in list Is not in list Starts with Ends with
Pick-up Date	Is equal to Is not equal to After	Is in list Is not in list

	Before	
Rate	Is equal to	Is less than
	Is not equal to	Is less than or equal to
	Is greater than	Is in list
	Is greater than or equal to	Is not in list

- o **Value:** Enter the value to use to determine if the field / operator is out of policy. Examples: When Supplier name is equal to Carey the selection is Out of Policy - Allowed, or if Rate is greater than 175.00 the selection is Out of Policy – Not allowed.
- ▪ **If all of the policy conditions are true:**
  - o **Mark this selection as:**
    - - **Out of Policy – Allowed:** Selection has been allowed, but traveler can proceed to book selected plans
    - - **Out of Policy – Not allowed:** Selection has not been allowed. Traveler must make another selection.
  - o **Show this description to the user for the selection:**
    - - Enter a message using plain text or HTML tags to display to the traveler when the selection meets the criteria configured above.
  - o **Require the user to enter an explanation to continue with the selection:** By selecting this checkbox, the traveler would see an additional text box asking them to supply an explanation as to why they believe their selection should be allowed.
  - o **Notify the user's manager by email when the transaction is booked:** By selecting this checkbox, they traveler's manager, as noted on the traveler's profile, would receive an email when the "Out of policy – Allowed" booking was completed.
  - o **Notify these people by email when the transaction is booked:** By selecting this checkbox, emails would be sent to the addresses entered in the box provided when a transaction is booked that is "Out of policy – Allowed". Separate multiple email address with commas.
5. Click **Save** to save the policy. Click the **Return to Car Service** link to return to the Car Service Overview page.
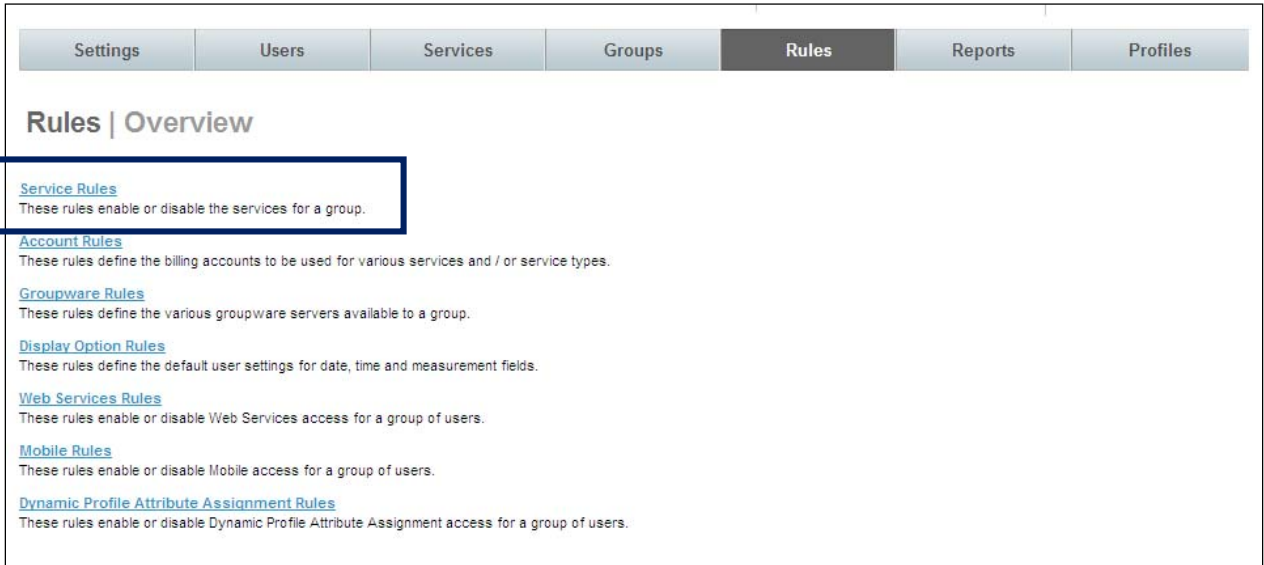
3.2.4 Car Service Rules

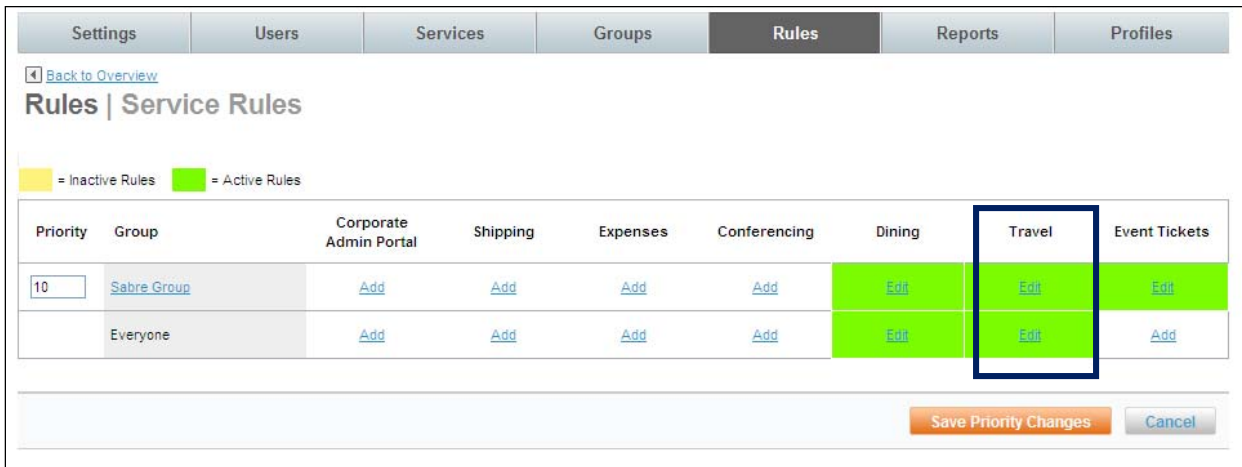Once the service and policy have been configured, add the service to a group of travelers.

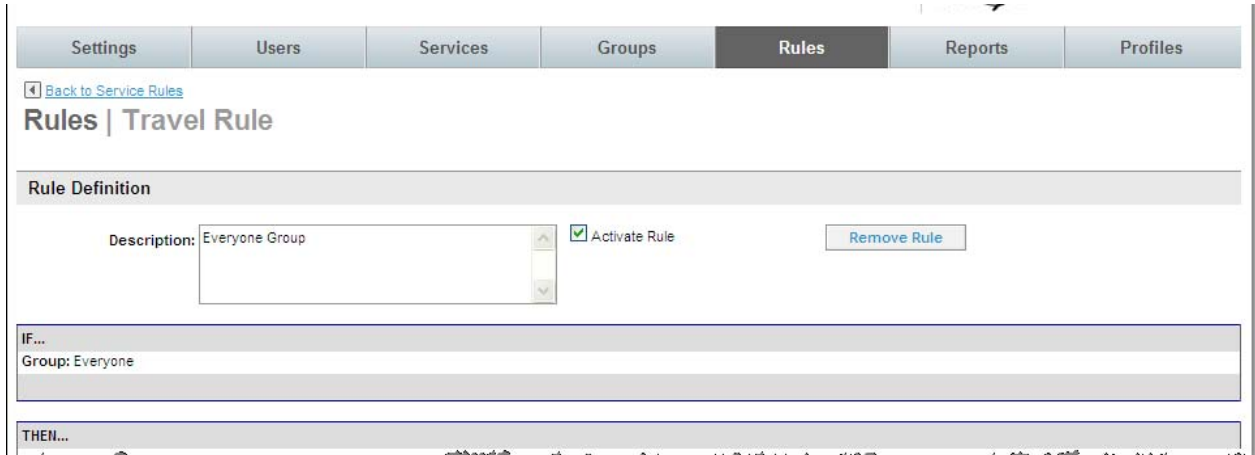To add the service to **Rules:**

1. Click the **Rules** tab. The **Rules | Overview** page is displayed.

2. Click the **Service Rules** link. The **Rules | Service Rules** page is displayed.

3. Locate the group for which to allow car service and click on the **Add** or **Edit** link found in the **Travel** column. The **Rules | Travel Rule** page is displayed.

4. Scroll down to the bottom of the page to the **Enable Car Service** service with the following options section:

5. Select the **Enable Car Service service with the following options:** checkbox to enable this service for the group.

6. Click the **Configuration** drop down list and select the appropriate configuration for this group.

7. Click the **Reference Points Set** drop down list and select the appropriate set which will provide starting point locations for radius searches. Corporate reference points used for travel can also be used for car service. The office location(s) defined in the file will pre-populate the pick-up or drop off location in the Ride Details Page on the Deem site.

8. Click the **Payment Card Set** drop down list and select the appropriate set, if a default payment card will be used for booking the service.

9. Click the **Site Payment Card Set** drop down list and select the appropriate set, if a site card will be used for booking the service.

10. Click the **Add Policy to List** link to select the appropriate policy for this group.

    •   Click the policy name and then the **Add Selected** button to select the policy and the **Close** button to close the selection box.

11. Click **Save** to save the Service Rule change.

12. Click the **Changes not applied** link to commit the changes. The group of travelers will now see the car service option and receive out of policy notification if appropriate.