

Car Service Travel Integration

This document is intended to provide a baseline vision about Deem Car Service integrating within the Deem Travel application.

Car Services Integration Points

- Scheduled Car Service in Appearing in Trip Planner
- Car Services as a Standalone Application
- On Demand Car Service Application
- Add a Car Service Pre and Post Travel Purchases
 - Transaction Flows
 - Upcoming Reservations
 - Transaction History
- Change, Modify and Cancel Car Services
- Car Services Profile
 - Address Book
 - Car Services Preferences
- Car Service Expense Integration
 - Transaction History
 - Digital Wallet Transactions
- Car Service delegate booking flows
- Car Service policy administration
- Car Service Application and content administration
- Car Service notifications and emails

Scheduled Car Service (Desktop and Mobile)

Alerts1MobileTim Taylor

deem@work™

HomeTravelPurchaseShippingExpense

Travel Search

FlightsHotelsCar RentalCar Services

From: Enter airport, city, address or point of interest

To: Enter airport, city, address or point of interest

Leave: Tue. Apr. 14, 2015Return: Wed. Apr. 15, 2015

More options

Search

Need to book a multi-city trip or search by schedule / flexible dates?

Go to classic travel search form

a

Car Services should appear as just another option within the trip planner page. Once toggled users should be able to select a car service just as they are able to select a flight, hotel and car services.

Stand Alone Scheduled Car Service (Desktop and Mobile)

Alerts 1MobileTim Taylor

deem@work™

HomeTravelPurchaseShippingExpense

Travel Search

FlightsHotelsCar RentalCar Services

United StatesUnited Kingdom

From (Pick-up location) *

Please select

Enter a new location

☐ Special pick-up instructions

To (Drop-off location) *

Please select

Enter a new location

☐ Special drop-off instructions

Add a stop

☐ Stop at another address along the way

Date/Time & Passengers

Pick-up date *

Enter mm/dd/yy

Pick-up time *

-- -- --

Passengers *

1

More options

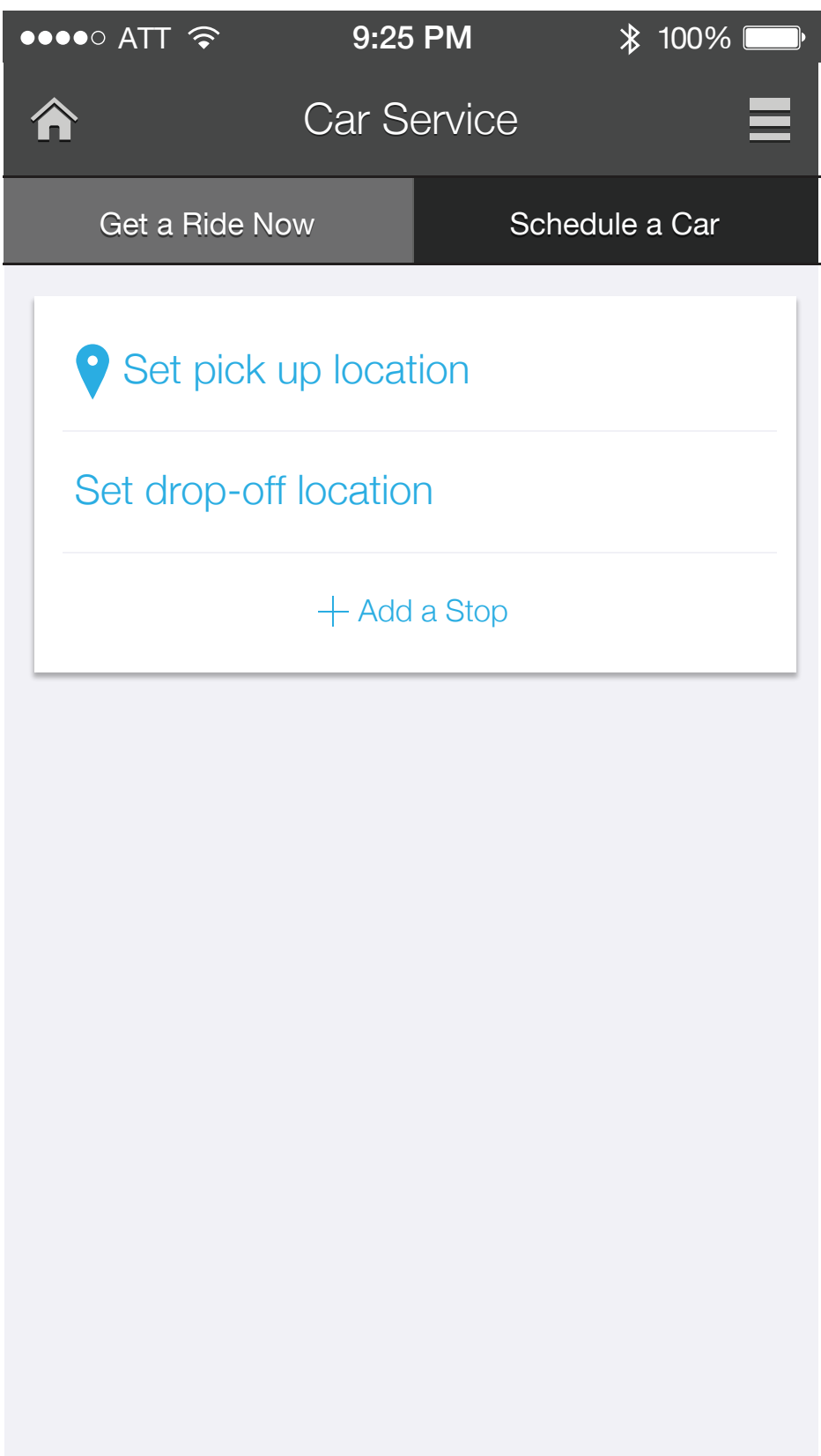
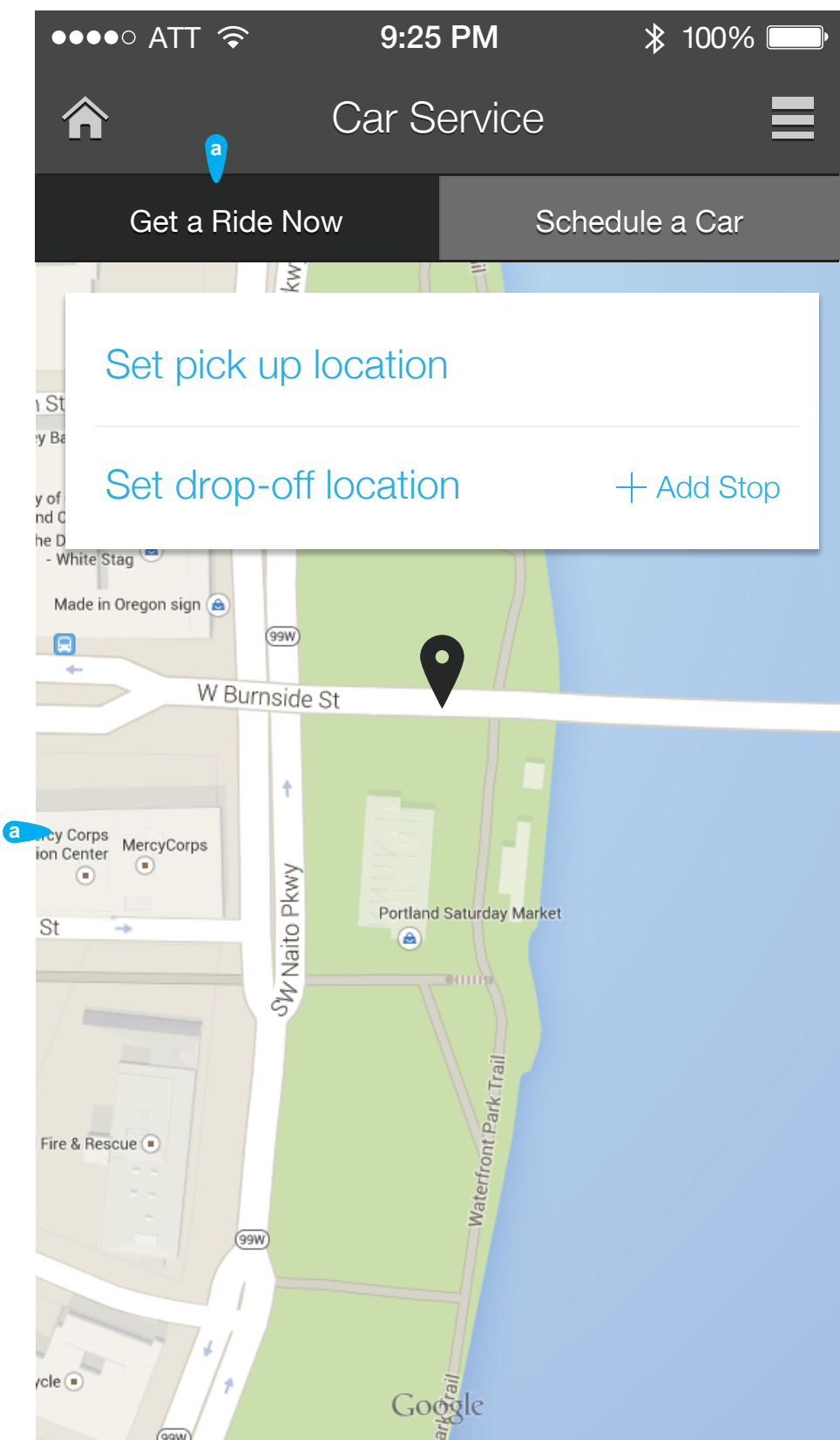
Search

Need to book a multi-city trip or search by schedule / flexible dates?
→ Go to classic travel search form

a

Users should also just be able to view Car Services as a single service as well.

On Demand Car Service (Mobile Only)



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On Demand Car Service
On demand car service search
is only taking place on mobile
devices. In addition

Adding a Car Service (Desktop and Mobile)

Alerts1MobileTim Taylor

deem@work™

HomeTravelPurchaseShippingExpense

Review your trip: Portland (PDX) to San Francisco (SFO) Mon. May. 25, 2015 to Thu. May. 28, 2015 | Start over

Flights\$243.20 per person

Outbound: Mon. May. 25, 2015

Many airlines charge baggage fees

PDX 6:00 am → SJC 8:00 am

American Airlines 7551 | De Havilland Canada DHC-8-400 Dash 8Q operated by HORIZON AIR AS ALASKA AIRLINES

Restricted Coach

2hr 0m

Choose seat

Return: Thu. May. 28, 2015

Many airlines charge baggage fees

SJC 2:00 pm → PDX 4:01 pm

Alaska Airlines 2376 | De Havilland Canada DHC-8-400 Dash 8Q operated by HORIZON AIR AS ALASKA AIRLINES

Restricted Coach

2hr 1m

Choose seat

Rules and Regulations

The air ticket is non-refundable.
The air ticket has a change fee of \$200.00
The quoted airfare is not guaranteed until the flight is ticketed.
The air ticket must be purchased 14 day(s) in advance.

Hide details

Change flights | Remove

Hotel

Add hotel

Car Rental\$54.84 per day

Alamo

Alamo Rent A Car

SAN JOSE INTL ARPT

Dates: Mon. May. 25, 2015 8:00 am to Thu. May. 28, 2015 2:00 pm

Intermediate : 2/4 Door, Automatic Transmission, Air Conditioning

Mileage: Unlimited

Car rental rules | Mileage and rates

Hide details

Change car | Remove

a

Car Service

Add Car Service

Trip Cost Summary

Reservations

Car Rental

\$153.40

Taxes and Fees

\$65.94

Payable Later

\$219.34

Purchases

Flights

\$200.00

Taxes and Fees

\$43.20

Due Today

\$243.20

Estimated Total

\$462.54

Checkout

a

Via Transaction Flows
Adding a Car Service via the Trip Planner purchase flow should follow the same pattern used for adding other travel items.

Adding a Car Service (Desktop and Mobile)

Deem

Admin Access

Mobile

Gravel QA

deem@work™

Home

Travel

Shopping

Shipping

Expense

Travel | Trip Details

Trip to ITASCA, IL, US

Tuesday, April 21, 2015

Status: Confirmed

Traveler: Gravel QA

Trip ID: 804761426539907826

Date Booked: Monday, March 16, 2015

Agency: Deem at Work

Message: If you require further assistance to CHANGE or CANCEL your trip, please contact Deem at Work Support at 1-877-240-8180 or needhelp@deem.com

Travel Tools

» Change this trip

» Cancel this trip

» Book again

» Share

» Print itinerary

» Subscribe to Calendar

You might also need:

Flight

Car Rental

Car Services

HYATT

HOTELS & RESORTS

Hotel in Itasca, ILLINOIS

Hyatt Place Chicago Itasca

Details/Map

★★★★☆

1150 ARLINGTON HEIGHTS Rd

ITASCA, IL 60143, US

Check-In: April 21, 2015

Check-Out: April 24, 2015

Rate: USD \$111.00 (INR Rs6,894.41) per night

Prepaid room

Phone: 16308751400

Room Type: Double

Number of Guests: 1

Membership: Hyatt Hotels And Resorts - 123123

Cancellation Policy: This reservation is non-refundable. Cancellations or changes made at any time are subject to a 100% charge. All times are local hotel time. If you need to change or cancel this hotel reservation, please do so through online rather than through hotel directly.

Reservation Number: ORBITZ MOCK25

Status: Confirmed

Rules and Restrictions

Hyatt Place Chicago Itasca:

This reservation is non-refundable. Cancellations or changes made at any time are subject to a 100% charge. All times are local hotel time. If you need to change or cancel this hotel reservation, please do so through online rather than through hotel directly.

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Via Upcoming Reservation
Adding a Car Service via Trip
Details flow should follow the
same pattern used for adding
other travel items.

Adding a Car Service (Desktop and Mobile)

Deem

Admin Access

Mobile

Gravel QA

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Home

Travel

Shopping

Shipping

Expense

Car Service | Reservation Summary

Ride Confirmation

Thursday, April 23, 2015

Status: Completed

Confirmation #: CAP000001

Pick-up time: 6:20 PM

Pick-up location:

My Work

22 james way 88,

santa ana, CA 98765, US

Drop-off location:

My Home

77 sam way 66,

santa ana, CA 98765, US

Passengers: 1

Provider: Capitol Limousine Test

Vehicle type:Sedan

Rate: USD \$40.00 (INR Rs2,484.47) flat rate

Rules and restrictions: Cancel/Change reservation at least 3 hours in advance or you may be billed. Rate does not include stops or waiting time charges.

Additional information from provider:

DRIVER WILL MEET PASSENGER AT BAGGAGE CLAIM

Travel Tools

» Book again

» Share

» Print itinerary

» Subscribe to Calendar

Payment and Contact Information

Reservation name: Brochacho

Primary passenger name: Gravel QA

Email: gdhingra@deem.com

Day time phone: 8004444444

Evening phone: 9739086045

Mobile phone: 9739086045

Contact name: Gravel QA

Contact phone: 8004444444

Request date: Tuesday, April 14, 2015 at 11:26 AM PDT

Payment type: "Visa" *****1111

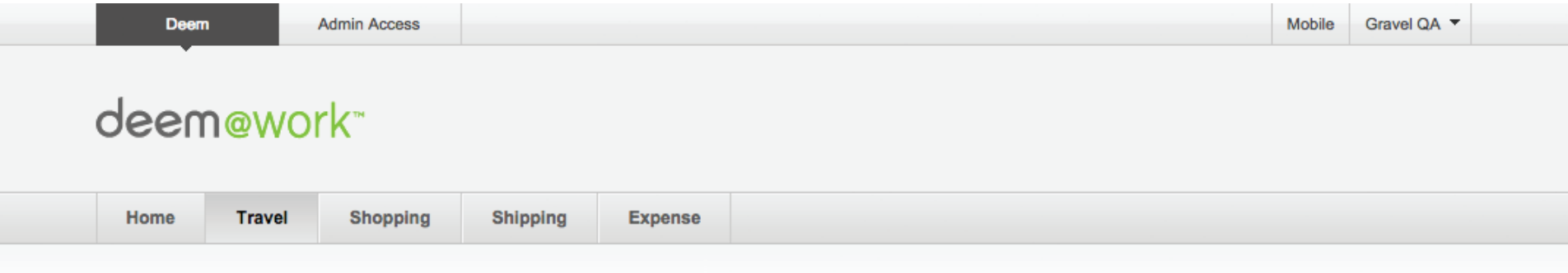
Invitations

☐ Invite guests to share this ride with you.

a

Via Transaction History
Adding a Car Service via Trip
Details flow should follow the
same pattern used for adding or
rebooking other completed
travel items.

Modify Scheduled Car Service (Desktop and Mobile)



a Travel | Change Trip Assistant

Change Trip

What would you like to do to this trip?

☒ Change

☐ Cancel part of the trip

☐ Change flights and adjust existing car and hotel to match.

-- OR --

What would you like to change? (choose all that apply)

☐ Change flights

☐ Change trains

☐ Change hotel

☐ Change rental car

a ☐ Change car services

Keep original trip

Continue

Info

Please be sure to review any changes before submitting your ticket for reissue.

Any changes to existing airline reservations after travel has begun must be made by calling an agent. Approximately 5% of bookings on RQST will not be able to be changed or modified online. The most likely scenarios would be multi-segment itineraries, multi-carrier itineraries, and some airline bookings in which the fare has changed. If you do not see the change feature option, you must contact an agent to modify your reservation.

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Modify, Edit & Cancel
Editing, modify or cancelling a scheduled car service should take place where other scheduled travel services are also cancelled or modified.

UI to initiate the Change Trip Assistant should appear in various areas. On the confirmation page, upcoming reservations, reservation detail page.

Car Services Address Book (Desktop Only)

Alerts1MobileTim Taylor

deem@work

HomeTravelPurchaseShippingExpense

Profile | View address book

< Profile Main Page

Profile

Personal Info

Addresses and Phone Numbers

Emergency Contact

Payment Cards

Change Password

Address Book and Calendar

View address book

Add/Edit a contact

Import/Export contacts

Edit Calendar Settings

Service Preferences

Travel Preferences

Notifications

Delegate Access

Display Settings

Choose a contact list and enter a name, then click "Search".

Contact list

Name or email address

Search

Name	Email	Address / Phone
You have 0 contact(s) in your personal Address Book.		
More options:		
Add/Edit a Contact		
Import/Export Contacts		

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Address Book
Car Service Address Book management should take place within the profile. Just like our current deem address book.

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Car Service Travel Preferences (Desktop Only)

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deem@work™

HomeTravelPurchaseShippingExpense

< Profile Main Page

Profile

[Personal Info](#)

[Addresses and Phone Numbers](#)

[Emergency Contact](#)

[Payment Cards](#)

[Change Password](#)

Address Book and Calendar

[View address book](#)

[Add/Edit a contact](#)

[Import/Export contacts](#)

[Edit Calendar Settings](#)

Service Preferences

Travel Preferences

[Notifications](#)

[Delegate Access](#)

[Display Settings](#)

Flight

Hotel

Rental Car

Train

Car Service

Car Service companies will display a sign with your name on it when they pick you up in a public place. If you would like an alias on the sign, fill out the fields below.

Default alias first name

Last name

Show Car Service option after booking travel

Airport Parking

Travel Documents

Additional Documents

Cancel

Save

Car Service Preferences
Car Service user preferences should appear on the profile page along with the other travel services preference.

Car Services Digital Wallet (Desktop and Mobile)

Deem

Admin Access

Mobile

Gravel QA

deem@work

Home

Travel

Shopping

Shipping

Expense

My Reports

Staff Reports

Pay Reports

Digital Wallet

My Reports

+

CREATE NEW REPORT

Digital Wallet

Updated

Transactions

Unattached Receipts

Manage Accounts

Travel Services

☒ Hide assigned transactions

Filter

+ Add to Report

Delete Selected

<input type="checkbox"/>	Date	Type	Description	Source	Receipt	Foreign Amount	Amount
<input type="checkbox"/>	03/16/15	Car Services	New York Business Tri..				\$371.37
<input type="checkbox"/>	02/19/15	Airline	JetBlue				\$241.95
<input type="checkbox"/>	02/19/15	RES: Car Rental	Dollar				\$118.02
<input type="checkbox"/>	02/19/15	Airline	US Airways				\$328.20
<input type="checkbox"/>	02/19/15	RES: Hotel	Holiday Inn Express S...				\$513.42
<input type="checkbox"/>	01/23/15	Airline	Southwest Airlines				\$155.20
<input type="checkbox"/>	01/23/15	Airline	Delta Air Lines				\$340.20
<input type="checkbox"/>	09/22/14	RES: Car Rental	Thrifty Car Rental				\$120.90
<input type="checkbox"/>	09/22/14	Car Services	Howard Johnson Expr...				\$95.91
<input type="checkbox"/>	09/21/14	Airline	Delta Air Lines				\$72.10

a Digital Wallet
Car Services transactions should be also appear within the digital wallet expense application.

Car Services Transaction History (Desktop and Mobile)

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Transaction History
Car Services transactions should be also appear within the transaction history.

DeemAdmin AccessMobileGravel QA

deem@work™

HomeTravelShoppingShippingExpense

Transaction History

DateType

Past 6 monthsAll

Date	Type	Number	Description	User	Price	Status
4/14/15		CAP000001	Trip to Denver Airport	Gravel QA	\$40.00 USD	Reserved
3/26/15		--	Ride to Caltrain	Gravel QA	\$184.98 USD	Reserved
3/26/15		593287409COUNT	Ride to PDX	Gravel QA	\$268.71 USD	Reserved
3/26/15		ORBITZ MOCK180	Trip to Los Angeles, CA	Gravel QA	\$517.59 USD	Confirmed
3/26/15		--	Trip to Los Angeles, CA	Gravel QA	\$213.98 USD	Reserved
3/26/15		593286390COUNT	Trip to Los Angeles, CA	Gravel QA	\$120.79 USD	Confirmed
3/26/15		ORBITZ MOCK359	Trip to Los Angeles, CA	Gravel QA	\$218.04 USD	Confirmed
3/16/15		ORBITZ MOCK25	Trip to ITASCA, IL, US	Gravel QA	\$371.37 USD	Confirmed
2/19/15		--	Trip to Salt Lake City	Gravel QA	\$328.20 USD	Completed
2/19/15		61445530	Trip to Salt Lake City	Gravel QA	\$513.42 USD	Completed
2/19/15		L5653987	Trip to Salt Lake City	Gravel QA	\$118.02 USD	Completed
2/19/15		--	Trip to Los Angeles	Gravel QA	\$241.95 USD	Completed
1/23/15		F3JXOU	Trip to Burbank, CA	Gravel QA	\$155.20 USD	Completed
1/23/15		--	Trip to New York, NY (1)	Gravel QA	\$340.20 USD	Completed

Car Services Delegation (Desktop Only)

Deem

Admin Access

Mobile

Start Assisting

Tim Taylor

deem@work™

a

Korben Dallas

korban.dallas@deem.com

LeLu

lelu@deem.com

Jean Baptiste

jean.baptiste@deem.com

Home

Travel

Purchase

Shipping

Expense

Travel Search

✈ Flights

🏨 Hotels

🚗 Car Rental

🚖 Car Services

From: Enter airport, city, address or point of interest

To: Enter airport, city, address or point of interest

Leave: Tue. Apr. 14, 2015

Return: Wed. Apr. 15, 2015

More options

Search

Need to book a multi-city trip or search by schedule / flexible dates?

[Go to classic travel search form](#)

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Delegation

Car Service delegation should behave like our current delegation application.

In the future there is plans to update the delegation functionality. Car services, the deem travel application should be factored into this update.

Car Services Policy Administration (Desktop Only)

Deem

Admin Access

Help

Sign Out

Admin Access

Dashboard

Company

Users

Services

Analytics

Billing

Services | Travel

Services Home

Policies

Travel

Purchase

Expense

Available Services

Shipping

Travel Policy

Flexible policy controls let you define how employees can save your company time and money. Guidelines appear in search results to help employees make booking decisions within your company's policies.

Restore default

Hotel

Per diem for all cities

\$ 0.00

Rental Car

Maximum car size allowed [See all car types](#)

Full size

Car Service

There are no policy settings to configure.

Airport Parking

There are no policy settings to configure.

Flight

The most an employee can pay over the lowest fare and still be in policy.

United States Dollar
\$ 200.00

Travelers are permitted to book first class

Yes No

First class allowed for international flights only

Yes No

a Policy Administration
Car Service policy administration should take place within the Admin Access Travel policy.

Car Services App Configuration (Desktop Only)

ux

Change PasswordHelpSign out

dashboard presents

Partner Dashboard

0 changes not applied

Settings

Users

Services

Groups

Rules

Reports

Profiles

Back to Overview

Services | Car Service

Service Overview

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Service Name: Car Service

Description: Increase traveler convenience and gain control over spending by reserving chauffeured car service online.

Features

Reserve, Change and Cancel your car service.
Automatically updates user's calendar with reservation info.
Specify preferred suppliers.

Service Definitions

a

Configurations

Configure how the service works for different groups.

a

Policies

Define policy conditions and actions to control user spending

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a Console Configuration
Car Service configurations, policies and wiring application on and off should take place on the console.