



## BSF Travel Policy Supplement - Launch United States and Canada

Important: Please read the *General Travel Policy for All Travelers* and this *BSF Travel Policy Supplement* prior to booking travel.

All BSF-related travel is booked through ATC Travel. BSF provides a list of approved travelers and travel parameters to ATC Travel.

### ATC Travel Contact Information

**Online Booking (preferred method):** <http://bsf-atc.deem.com/>

- **First Time Deem Users:** Look for an email from [notifier@Deem.com](mailto:notifier@Deem.com) with instructions on how to set up your travel profile
- **All Deem Users:** See Deem Quick Reference Guide (page 2) for help using Deem.
- **Note:** BSF pays a \$25.00 USD charge to use the online booking tool.

**OR**

**Email Jaime Leonard:** [jaimel@atcmeetings.com](mailto:jaimel@atcmeetings.com) and [reservations@atcmeetings.com](mailto:reservations@atcmeetings.com) or  
**Telephone: 800-458-9383**

- **Note:** BSF pays a \$33.00 USD charge to contact an agent, by email or telephone.

**24 Hour Travel Emergency Support: 844-686-0442**

### Booking Airline Tickets to Launch 2022

- Launch travel is booked only *after* BSF has provided arrival/departure dates and Event start/end times to Traveler via Bulletin, email from Event Planner, or web posting.
- BSF pays for a round-trip economy ticket between Traveler's home city and Arlington, Texas only when booked through ATC Travel.
- The cost of the ticket is the Traveler's personal expense and is not reimbursed by BSF if an alternative method is used to book the ticket.
- Any variations to travel (i.e., side trips, upgrades, travel insurance, etc.) or flight choices outside of BSF-approved flights are paid for by the Traveler at their personal expense and are not reimbursed by BSF.

Questions about the travel policy? Contact [travel@bsfinternational.org](mailto:travel@bsfinternational.org)



deem@work™

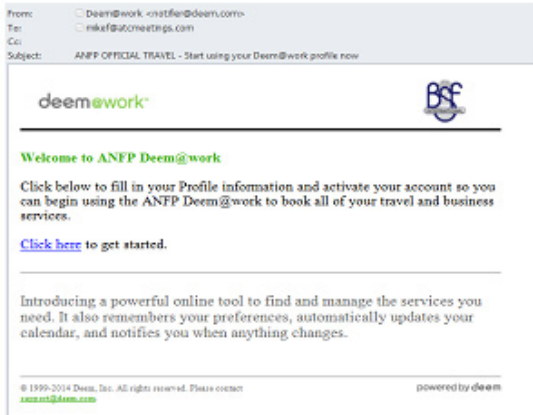
## Quick Reference Guide

Deem@work is ATC's online booking site for booking your BSF authorized travel and for managing your travel profile.

To access Deem@work, go to:  
<http://bsf-atc.deem.com>

### FIRST TIME USERS

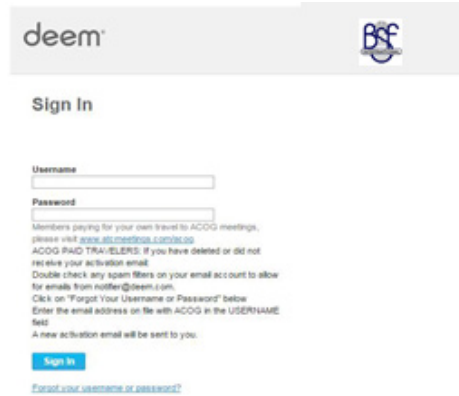
- First time users will receive an activation email from Deem@work. Use this activation email to create your account for the first time.



### RETURN USERS

- If you already have a profile in the system, login using your email address and the password you created when you activated your account.
- If you have forgotten your login, or did not receive the original Deem activation email, click "Forgot password and enter your email address on file with BSF in the USERNAME field. You will immediately receive a reset password email.

Contact BSF directly if you are unable to login to your Deem profile following these steps.



### BOOKING TRIPS ONLINE

- Enter your arrival and departure cities and dates of travel.
- Select Trip Details – round trip, one way, multi-destination and include city pairs, date and preferred time. To see flights for an entire day, please select Anytime.
- Select the Schedule Tab for schedule based searches. or Price for a fare based matrix and Surrounding Airports search option.
- Click on Additional Search Options if you want to change Cabin Class, Fare Type, requested Preferred Airlines or search for fares from other internet sites.
- Click Begin Search..

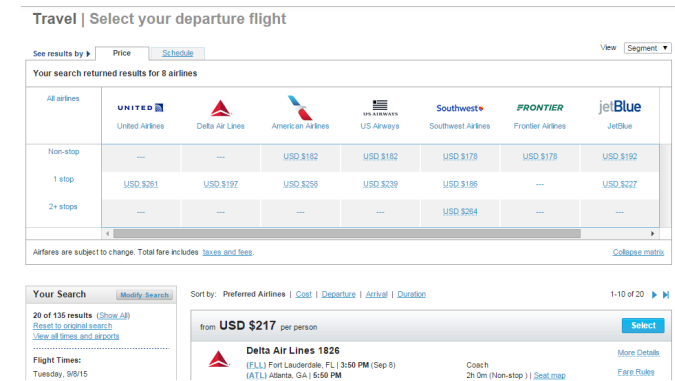
**NOTE:** your email address on file with BSF is your USERNAME for your Deem@work profile.

### AIR DISPLAY – Schedule or Price

- Schedule Search  
Choose your Departing Flight and Returning Flight using the Select Button.

The system will display the fare for the original selection and then offer the user Low Fare Options which may include alternate airports and low cost airlines.

- Review the Low Fare options and Select your flight.
- Price and Surrounding Airport Search – Select up to 3 surrounding airports near your destination. Select Roundtrip itinerary from the Fare Matrix.
- At any time during your Search you can Reserve Seats provided the airline chosen allows reserved seating.



## RENTAL CAR

- Select Pick-Up Location - At an Airport, or at a City Location. Rental Dates and Times will be based upon flight selection but can be modified if needed.
- Search options include Car Size, Special Equipment and Preferred Car Rental Agencies.
- Car options will be displayed by Car Rental Company, Size of Car and Price. Company preferred rental car providers will be displayed first followed by other car rental vendors.
- Reserve car by clicking on the Daily Rate listed.

## CONFIRMING BOOKINGS (Purchase Page)

- Review Traveler Information and verify the information is complete and accurate.

**If your Full Name in your Deem Profile does not match the Full Name as it appears on your Government Issued ID, DO NOT BOOK YOUR RESERVATIONS. Contact BSF directly to correct this information.**

- Select Trip Details – round trip, one way, multi-destination and include city pairs, date and preferred time. To see flights for an entire day, please select Anytime.

## FINAL PURCHASE PAGE/MEETING INFORMATION SECTION

- Once you have reviewed your trip and you get to the Final Purchase Page you are going to select the Meeting you're Attending for this instance of travel.
- Under the section **Meeting Information**, use the **Select Meeting** menu to choose the meeting you are attending for this trip.
- The BSF corporate credit card will be applied to AIR and Hotel Bookings. CAR bookings are not paid for at time of reservation.
- Select PURCHASE to confirm and complete the purchase of your flights.

## ELECTRONIC INVOICE

- Once your ticket is booked, provided the ticket is within policy, you will receive an email from Deem@work letting you know your ticket has been booked.
- You will then receive an email confirmation from ViewTrip™ with your final ticket confirmation.
- Follow the instructions within the e-ticket confirmation to view your itinerary, print your itinerary and add your itinerary to your electronic calendar.

**PLEASE NOTE: It is extremely important to review your final ticket itinerary within 24 hours of receipt to ensure the travel city/dates are correct. If there are errors in your itinerary, please contact an ATC agent immediately. We can void and correct mistakes within 24 hours without penalty.**

## ACCESSING UPCOMING AND PREVIOUS BOOKINGS

- Log-in to Deem@work™.
- On the home page, the bottom left contains your UPCOMING TRIPS and ARCHIVED TRIPS.
- Click SELECT to the right of the booking you want to view or change.
- Make any desired changes to your air, car and/or hotel booking.
- Click CANCEL TRIP to cancel your trip. Cancellation fees may apply.

NOTE: If the airline does not allow online cancellation/changes, a message will appear letting you know to contact an ATC agent. Please contact an ATC agent at (800) 458-9383 to make the desired changes.

## DELEGATE FEATURE – Assign someone to Arrange your Travel

- to assign a Delegate that can book travel for you, please log-in to Deem@work and go into your personal profile.
- Click on YOUR NAME at the top of the page and select PROFILE.
- From the profile page, click on DELEGATES – PEOPLE WHO CAN BOOK TRAVEL FOR ME.
- Search for the person you wish to designate. Note: The Delegate must already have a profile in the system. When found, click ADD DELEGATE.

## GETTING ASSISTANCE

To access Online Help, click on “Contact Support” at the bottom of every Deem page and complete the form with as much detail as possible. Please fill in all applicable fields for quickest assistance.

For ATC Live Agent assistance please contact:



**(800) 458-9383**

Monday through Friday  
8:30 am to 7:00 pm EST

Email: [reservations@atcmeetings.com](mailto:reservations@atcmeetings.com)

BSF Online Booking:

<http://bsf-atc.deem.com>

ATC Travel Management is the Official Travel Agency for BSF.



# BSF General Travel Policy for All Travelers

## Launch 2022 Travel

This BSF travel policy is intended to transport Launch 2022 attendees in the safest and most efficient way possible. BSF pays for a round-trip (home to Arlington, Texas and return home), economy class flight. Travelers are personally responsible for all charges incurred above the cost of a BSF-approved, economy round-trip flight.

BSF Headquarters announces travel parameters via Bulletin, email or web posting. **Please wait to book travel until travel parameters are announced.**

### All Travelers

- Read the General Travel Policy, your country-specific travel policy supplement and the travel parameters before booking travel.
- BSF pays for approved travel expenses when BSF-approved choices are used. Any “side trips,” upgrades, travel insurance, etc. are a personal expense paid by the traveler.
- **Check destination-specific rules and restrictions relating to travel and/or pandemic**, including vaccination requirements, quarantine rules, border closures, face mask requirements, etc.
- **Geographical Areas Assigned to a Travel Agency:** Some geographical areas are assigned to a travel agency. BSF provides the travel agency with specific parameters to guide the selection of flights. The traveler pays the entire airfare expense without reimbursement by BSF if the BSF-approved travel agency is not used for ticketing.
- Travelers may retain any **frequent flyer miles** accumulated as a result of Launch 2022.
- BSF pays for fees incurred when the traveler uses personal frequent flyer miles to purchase flights for Launch 2022 *when using the approved travel agency*. These additional costs are not considered a personal expense.
- **Fees for upgrades/privileges are a personal expense and not reimbursed by BSF.** Examples:
  - VIP lounge access
  - Upgrades for seating and/or ticket class
  - Use of miles (unless used for a BSF-approved trip)
  - WiFi, in-flight movies, personal entertainment

### Luggage

The first piece of luggage each way (if not included in the price of the ticket) is reimbursed by BSF when you travel to Launch 2022. All other luggage fees are the traveler’s personal responsibility and are not reimbursed by BSF.

### Lodging

BSF provides and pays for double occupancy lodging (with an attendee attending the same Launch event) beginning on the Launch start date. International travelers: See “International Travelers Only” section for the jet lag recovery policy.

## Cancellations/Changes

Cancellations and necessary changes to travel itineraries due to emergencies are a BSF expense and not a personal expense. These are part of doing business as an Area Team or Class Staff.

- Contact the BSF travel agency, if applicable, to cancel/change your airline tickets *before* the travel date.
- Contact the airline directly if a travel agency did not book the airline tickets or if because of timing it is impossible to request the travel agency cancel/change the tickets.
- If your flight is cancelled or delayed by the airline, resulting in late arrival for the event:
  - Contact the airline. Contact the travel agency if the airline is unable to resolve the issue. BSF pays for agency fees incurred on the day of travel.
- Email [travel@bsfinternational.org](mailto:travel@bsfinternational.org) with updated arrival time and flight number.

## Drivers – Mileage Limit

- Travelers driving less than 200 miles one-way) to Launch 2022 are reimbursed for mileage.
- Travelers living greater than 200 miles one-way are asked to fly to Launch *unless* the cost of airline tickets and car rental clearly exceeds the mileage reimbursement. The traveler who instead chooses to drive to Launch is responsible for their own car usage and is not reimbursed for mileage.

## International Travelers Only

### Visa Invitation Letter Requests for Event Travel

- Email [events@bsfinternational.org](mailto:events@bsfinternational.org) if you require an invitation letter to submit with your visa application in order to attend Launch.
- Put “Visa Invitation Letter Request” in the subject line. Identify your BSF role/position.
- Look for a reply within 48 hours from Hello Sign with instructions on how to complete the invitation letter with your personal identifying information.

### Jet Lag Recovery Policy

One or two nights of lodging is provided for jet lag recovery *if you travel directly from your home country to Launch 2022.*

**One day recovery:** South America

**Two day recovery:** Africa, Asia Pacific, Europe, Ireland, United Kingdom

- You must stay at the BSF-approved hotel for the jet lag recovery days.
- BSF books the hotel and pays for the additional night(s) of lodging and meals (per diem).
- BSF does *not* provide lodging or meals for jet lag recovery if traveler chooses to arrive in the United States two (South America) or three (Africa, Asia Pacific, Europe, Ireland, United Kingdom) or more days prior to Launch start date.

Questions about the travel policy? Contact [travel@bsfinternational.org](mailto:travel@bsfinternational.org).