



BSF Travel Policy Supplement

United States, Canada, and India

Refill: AP Conference 2023

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

Travel for the 2023 AP/OAP Conference is booked through ATC Travel. BSF provides a list of approved travelers and travel parameters to ATC Travel.

ATC Travel Contact Information

Online Booking with Deem/Etta: <http://bsf-atc.deem.com/>

- **First Time Deem/Etta Users:** Look for an email from notifier@Deem.com with instructions on how to activate your account and set up your travel profile.
 - Be sure the name on your travel profile matches the name on the government ID that you travel with. Need to request a name change? Email reservations@atcmeetings.com.
 - Travelers with a BSF-issued Purchasing Card: Update the billing information on your travel profile to include the P-card as the default payment.
 - No BSF-issued Purchasing Card? The default payment is a BSF International credit card already on file.
 - Didn't receive the email from notifier@deem.com? Email reservations@atcmeetings.com and request they resend it.
- **Questions about how to use the online booking tool?** See the Deem Quick Reference Guide.

OR

- **Email reservations@atcmeetings.com**
 - **Note:** This is the recommended method of booking tickets for:
 - Travelers choosing to arrive before or depart after the approved travel dates
 - All travelers from India

OR

Telephone: 800-458-9383
India Toll Free: 0008000401515

Booking Airline Tickets to the Event

- Event travel is booked only *after* BSF has provided arrival/departure dates and times to Traveler via the Bulletin, an email from Event Planner, or AP Conference website.
- BSF pays for a round-trip economy ticket between Traveler's home city and Colorado Springs, Colorado only when booked through ATC Travel or its online booking tool Deem/Etta.

- 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.
 - Email reservations@atcmeetings.com to book airline tickets outside the approved travel parameters.
- **International Travelers:** See *General Travel Policy for All Travelers* for information regarding how to request a visa invitation letter and the jet lag recovery policy.

Questions about the travel policy? Contact events@bsfinternational.org



deem@work™

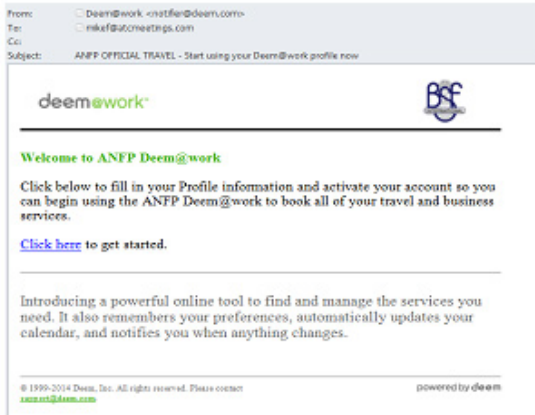
Quick Reference Guide

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

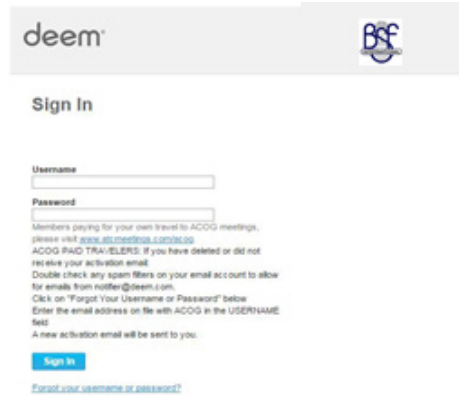
- First time users will receive an activation email from Deem@work. Use this activation email to create your account for the first time.



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..

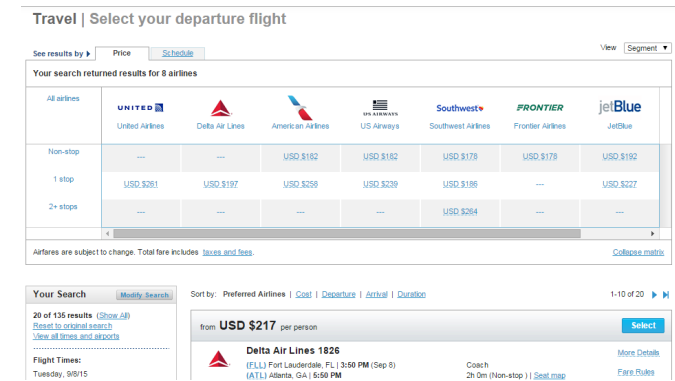
NOTE: your email address on file with BSF is your USERNAME for your Deem@work profile.

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

BSF Online Booking:

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

ATC Travel Management is the Official Travel Agency for BSF.