

## **Booking Airfare using Uniglobe Travel Designers**

Travel arrangers must first submit the Uniglobe Deem User Template to add travelers to the online booking tool. If you did not save the Excel template, please email [bfs\\_tem\\_users\\_questions@mail.colostate.edu](mailto:bfs_tem_users_questions@mail.colostate.edu) to request another copy.

### **Adding/Removing Users in Deem:**

If you need to add or remove someone from Deem, please send the spreadsheet to [deemsupport@uniglobetd.com](mailto:deemsupport@uniglobetd.com) and **CC** [bfs\\_tem\\_users\\_questions@mail.colostate.edu](mailto:bfs_tem_users_questions@mail.colostate.edu). The policy group (column F) is default for everyone. Travelers must use an @colostate.edu email address to create their profile. When submitting, highlight new users in green and users to remove in red.

### **Using the Delegate Feature in Deem:**

#### What is a delegate?

A delegate is an individual who is authorized to book services on behalf of someone else. You can have your own delegates (that is, one or more individuals who can book airfare for you), and you can act as a delegate for more than one person (that is, you can book airfare for them).

#### Who assigns my delegate?

You can assign your delegates at any time. Your delegate must have an active Deem profile created.

You can assign your delegates (or assign yourself as a delegate, if this capability is allowed by your company) via the Delegates section within the Accounts section of your Profile. Confirmations that a reservation has been booked will be sent to the traveler, as well as the person who booked the service.

No one can assign a delegate to a third party. Only you can choose your delegates or, if available, assign yourself as someone else's delegate. Also, for security purposes, you will receive an email Notification whenever someone assigns themselves as your delegate.

#### Can I become a delegate for someone else?

Yes, if the option is available. You can assign yourself as someone else's delegate via the Delegates section of your Profile.

### How do I assign or become a delegate?

1. From the Deem home page, hover over the TRAVEL section in the menu bar and then click on ACCOUNT.
2. Click Become a Delegate (to book airfare for someone else) or Add a Delegate (to assign someone else to book airfare for you).
3. Enter the FIRST NAME, or the LAST NAME or the USERNAME of your desired delegate in the search box and click Search.
4. Select the person(s) you want to become a delegate for or assign as your delegate.

### How do I know who my delegates are, or for whom I am a delegate?

This information is displayed in the Personal Information section of the main Profile page, under the Delegates heading.

### Can my delegate see all my personal information?

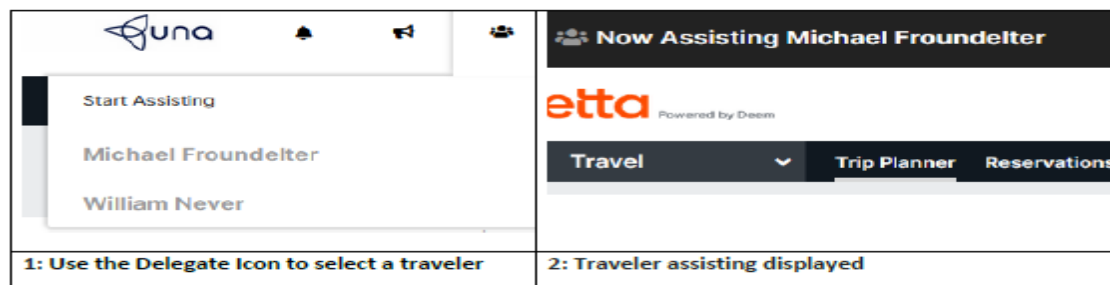
Credit card information is masked; your delegate will only be able to see enough data to be able to book services (i.e. the last four digits of your credit cards to be certain he or she is using the correct card). Nothing else is masked; delegates have full access to the Profile, so they can add in missing information that may be required to complete a booking as well as maintain this information on your behalf.

### How do I know when my delegate has booked a service for me?

The system will automatically notify you according to the preferences you've set up in your Profile (i.e. by email, phone, or text message) each time a delegate has booked airfare on your behalf.

### As a Delegate, how do I access a personal profile that I have been assigned to?

Delegates should login as themselves. Once logged in, hover over the "people" icon at the top right (see below) to open the START ASSISTING menu to select the traveler of your choice. Once selected, a solid black banner will now appear at the top of the Deem site.



For your Uniglobe travelers:

- **Login to Uniglobe:** Once you've set up your profile, log into Deem. The login link will be included in the email you receive from [notifier@deem.com](mailto:notifier@deem.com).
- **Profile Name Changes:** You can only change your middle name on your profile. If you need to update your first or last name to match your government issues ID, email [bfs\\_tem\\_users\\_questions@mail.colostate.edu](mailto:bfs_tem_users_questions@mail.colostate.edu)
- **Ghost Card Usage:** Only airfare can be charged to the ghost card. **T-numbers and account numbers are required before charging airfare to the ghostcard.** You must enter a personal or CSU travel card for hotel and/or rental car bookings.
- **Object Code for Airfare:** For reporting and ghost card reconciliation purposes, an object code must be entered when booking airfare. Uniglobe has added a drop-down menu with the three airfare object codes for your convenience.

In-state airfare 6003

Out-of-state airfare 6073

International airfare 6173

- **Rental Cars:** Hertz and National/Enterprise codes have been loaded into the Deem site.
- **Email Notifications:** Travelers can set up email notifications to automatically send booking confirmations to their travel arranger/s.
- **Uniglobe Booking Fees:**
  - Deem Online Booking Tool - \$12
  - Agent Assisted Booking - \$20
  - Emergency/After Hours - \$40 per call + any applicable services fees
  - You may continue to use Frosch (\$23 fee) and Travel Society (\$28 fee) if preferred.


First time Deem users will receive an activation email from "notifier@deem.com". Use the "click here" link to activate and setup your Deem travel account.

If you do not have the activation email, or you do not know your password, use the Forgot Password link on the Deem login page at:  
<https://colostate.deem.com>

Your Username will be your @colostate.edu email address.

The link in the activation email will take you into the Deem site for CSU. Follow the steps on the web pages to complete activation of your account, including accepting the Deem Privacy Policy.

(We suggest that you use your computer/laptop to activate your Deem account for the first time.)

Start using Deem now 



Deem <notifier@deem.com>  
To: Purchasing Reply-To: notifier@deem.com  
Subject: Start using Deem now



### Welcome to Deem

Click below to fill in your Profile information and activate your account so you can begin using Deem to book all of your travel services.

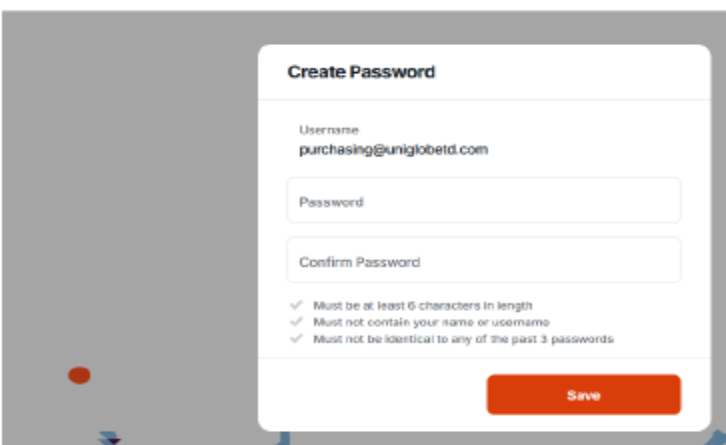
[Click here to get started.](#)

Introducing a powerful online tool to find and manage the travel services you need. It also remembers your preferences, automatically updates your calendar, and notifies you when anything changes.

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Deem

Deem



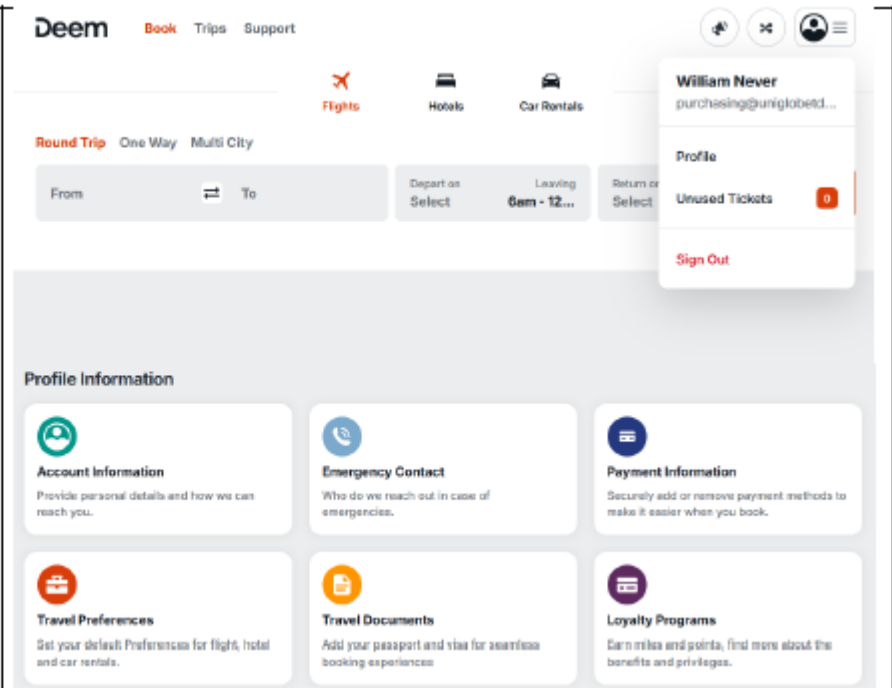
☒ I acknowledge that I have read and agree to the [Privacy Policy](#)

[Back](#)

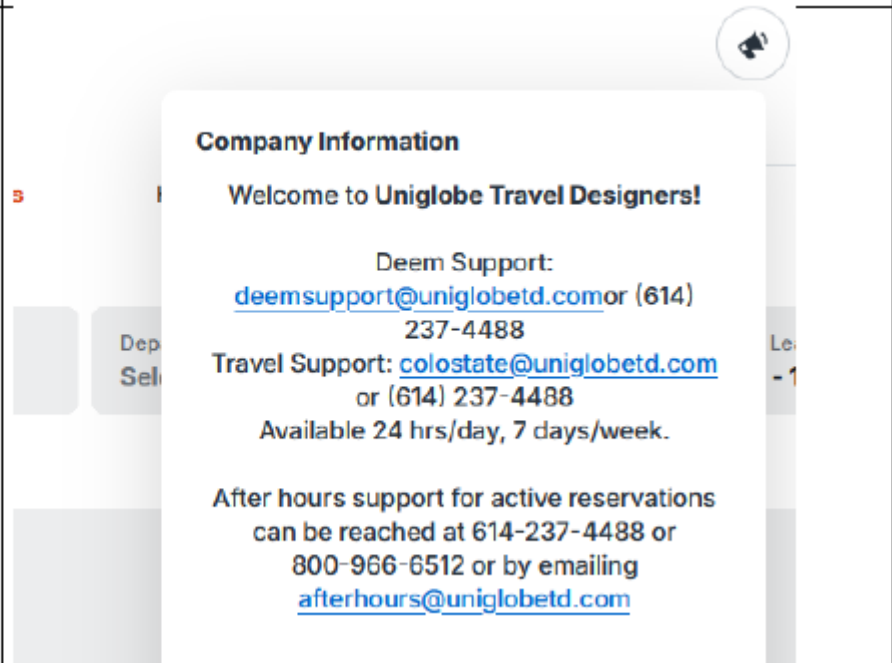
[Done](#)



After activating your account, you can begin making reservations. We recommend using the Profile icon to add any travel preferences or membership account numbers to your profile.



Uniglobe Travel Designers contact information can be found on the site under the megaphone icon. Here you can contact Deem support and also reach Live Uniglobe Agents as well as 24 hour emergency services.



Please contact an agent for flight changes or group travel.