

Web Reservation Guide

Table of Contents

1.0 INTRODUCTION	2
1.1 Guidelines	2
2.0 CONNECTING TO THE WEB RESERVATION SYSTEM.....	3
2.1 Creating an Online Profile.....	4
3.0 WEB RESERVATIONS - OVERVIEW.....	5
3.1 Making a Reservation	6
3.2 Active Reservation Lookup.....	12
3.3 Completed Reservations Lookup.....	14
3.4 Tools	14
3.5 My Profile	15
4.0 FREQUENTLY ASKED QUESTIONS.....	18

1.0 Introduction

Web Reservations or 'WebRes' will allow you to accomplish the following:

1. Create an Online Profile for booking car services
2. Manage Online Profiles
3. Create, Edit, or Cancel Online Reservations
4. Monitor the Status and History of Reservations

This User Guide is designed to give you a step by step approach to learning the Odyssey Web Reservation system.

1.1 Guidelines

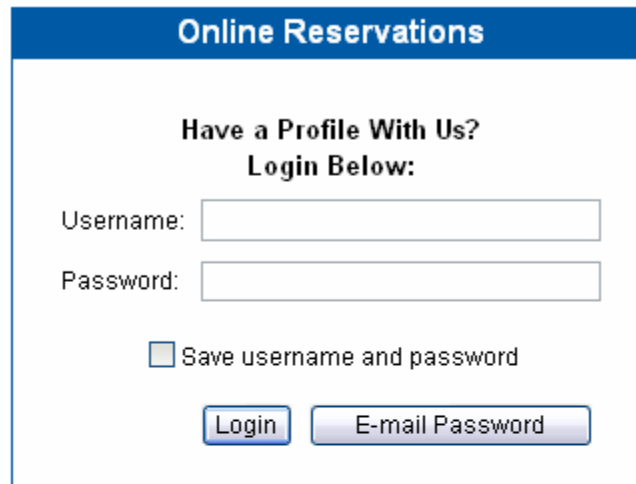
Please be advised of the following guidelines for using the Web Reservations system.

- Any of the current rules or policies that are in place for booking car services will continue in effect with the new Web Reservation system.
- You are encouraged to make reservations as much as possible in advance of the schedule pickup date and time.
- Please refrain from using the WebRes system to book ASAP reservations or any car service request with less than 1 hours notice. ASAP reservations must be booked via telephone as the most updated availability information will be provided.
- Any changes or cancellations for existing reservations with less than 1 hours notice should be called into Customer Service to ensure proper closure.

NOTE – You will need an active Internet Connection and a web browser to continue with this instruction guide.

2.0 Connecting to the Web Reservation System

- Open your Internet Browser
 - **Go to your Car Services main website**
 - Click on the '**Reservations**' link found in the page
 - You will be directed to a Web Reservation login page that displays as follow:
-



Online Reservations

**Have a Profile With Us?
Login Below:**

Username:

Password:

Save username and password

**Do Not Have a Profile with Us?
Click Below:**



**New User?
Click below to create profile**



NOTE – If you do not see this Login screen, please contact Customer Service.

The Login Screen

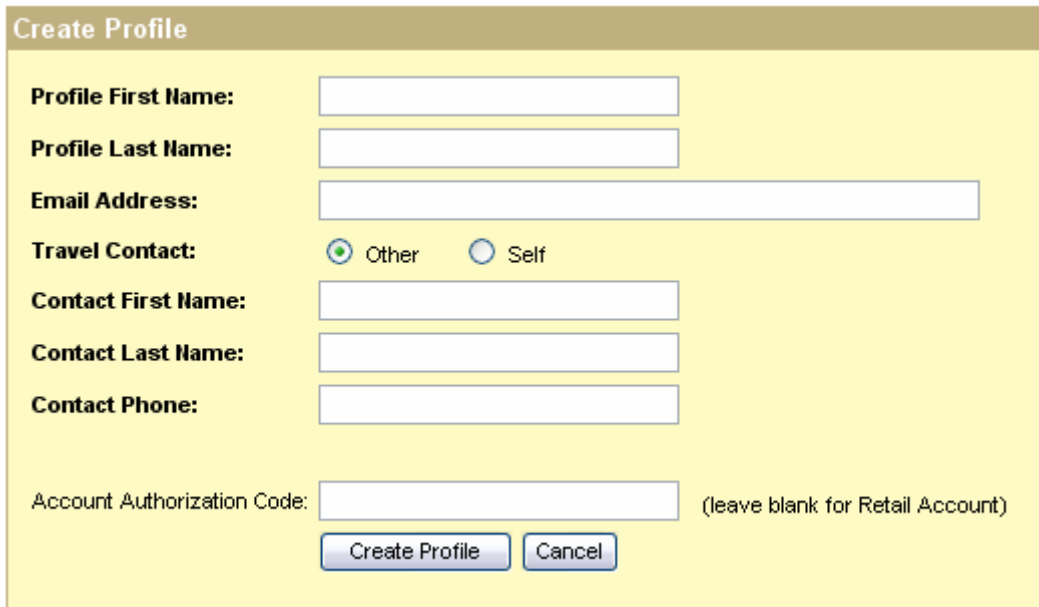
Typically on this page, users with Profiles are able to log in and create reservations by entering a Username and Password and clicking the '**Login**' button. Users can select the '**E-mail Password**' button and a password reset option will be sent via email.

Users choosing not to create Profiles will use the buttons under '**Do not have a Profile with us?**' section to create reservations and monitor the status of the rides.

The following page will discuss creating Profiles which uses the button, **Create Profile**.

2.1 Create an Online Profile

- From the Login screen click '**Create Profile**' and a page displays as shown below
- Fill in all applicable information and click 'Create Profile' when finished
- You will receive an automated Email response with your login information.



Create Profile

Profile First Name:

Profile Last Name:

Email Address:

Travel Contact: Other Self

Contact First Name:

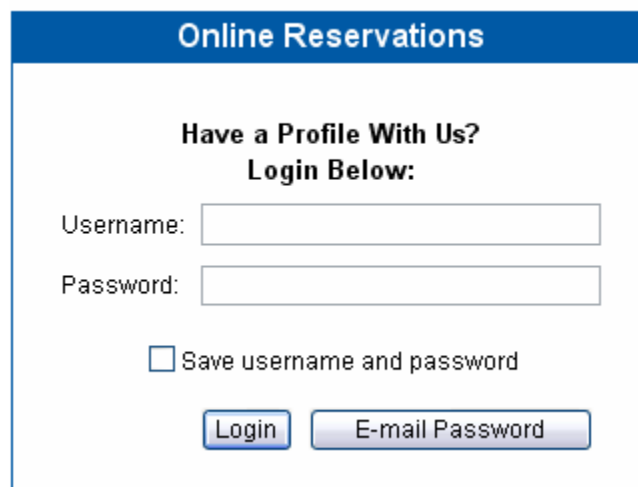
Contact Last Name:

Contact Phone:

Account Authorization Code: (leave blank for Retail Account)

Note – Account Authorization Code is sent to you by your Account Manager

Once the profile creation is completed you can log into the website by entering the username (email address) and password and clicking the **Login** button.



Online Reservations

**Have a Profile With Us?
Login Below:**

Username:

Password:

Save username and password

If you are logging in for the first time, the system prompts you to change your password. If you forget your password, use the 'Email Password' button. If your username and password are not valid, an appropriate message is displayed: Invalid Username or Password. A successful login will display the Web Reservation **Home** page.

3.0 Web Reservations – Overview

- Log into Web Reservations and examine the **Home** page

The screenshot shows the Home page of the Web Reservations system. At the top, there is a navigation bar with tabs: Home, Book Ride, Upcoming Rides, Ride History, Price Quote, Flight Info, Weather, Traffic, and My Profile. Below the navigation bar, the date and time are displayed as "Thursday, April 27, 2006 9:03 AM" and the user is logged in as "Lara Ravin".

This Week's Rides:

- Today at 6:30 AM**
From: Office
To: Home
Status: **Past Ride**
Links: [View](#) | [Change](#) | [Cancel](#)
- Today at 12:50 PM**
From: Office
To: Home
Status: **Reservation Confirmed**
Links: [View](#) | [Change](#) | [Cancel](#)
- Tomorrow at 11:53 AM**
From: KATZ DELICATESSEN, NEW YORK, NY
To: PANAMA, NEW YORK, NY
Status: **Reservation Confirmed**
Links: [View](#) | [Change](#) | [Cancel](#)

Statistics YTD Ride Counts

Category	Count
Upcoming	5
Completed	30
Cancelled	13

Book Ride For assistance with issues related to ride bookings or profile management, call Customer Service:
800-498-9107
Help is available 24/7 every day of the year.

Important Messages

Reduced Rates on Thanksgiving Day!

Overview of Web Reservations tabs:

Home: Displays basic information of scheduled rides, contact information for customer services and an Important Messages advisory.

Book Ride: This tab is used to create new reservations with the car service.

Upcoming Rides: Search and view current and future scheduled rides, make changes to reservations, cancel rides, and displays reservation status.

Ride History: Search and view past scheduled rides and completed reservations.

Price Quote: Quickly enter pickup and destination and retrieve a price quote.

Flight Info: Status on scheduled Flights (You must have flight information)

Weather: Check the weather in the area where the car service provider resides.

Traffic: Displays traffic conditions on major highways in the service area.

Profiles: Change or update current profile information

3.1 Making a Reservation

- Click on **Book a Ride** and examine the fields on the Reservation screen

Each section of the Book a Ride screen allows the user to enter detailed ride information. The fields are arranged logically to ensure all components are filled out correctly.

Book A Ride	
Contact Info	Name: <input type="text" value="Roger Vela"/> Phone: <input type="text" value="2-222-22222"/>
Passenger	Profile#: <input type="text"/> First Name: <input type="text"/> Last Name: <input type="text"/> Work Phone: <input type="text"/> Home Phone: <input type="text"/> Cell Phone: <input type="text"/> E-mail Addr: <input type="text"/> (Necessary for email confirmation) Mobile Addr: <input type="text"/>
Pickup Time	Date: <input type="text" value="11/26/2007"/> Time: <input type="text" value="04"/> : <input type="text" value="41"/> <input type="text" value="PM"/>
Pickup Location	<input checked="" type="radio"/> Landmark/Hotel <input type="radio"/> Airport <input type="radio"/> Street Address <input type="radio"/> Profile Addresses Name: <input type="text"/> PU Point: <input type="text"/>
Pickup Direction	<input type="text"/>
Dropoff Location	<input checked="" type="radio"/> Landmark/Hotel <input type="radio"/> Airport <input type="radio"/> Street Address <input type="radio"/> Profile Addresses <input type="radio"/> As Directed Name: <input type="text"/> DO Point: <input type="text"/>
Dropoff Direction	<input type="text"/>
Stops	<input type="text" value="0"/> <input type="button" value="add stops"/>
Preferences	Vehicle Type: <input type="text" value="3 Passenger Sedan (3)"/> No. of Psgrs: <input type="text"/> # of Hours: <input type="text"/>
Payment	Payment By: <input type="text" value="BILLED"/> <input type="button" value="price quote"/>
Special Options	<input type="text" value="Air Conditioning Must Be ON"/> <input type="text" value="Cellular Telephone"/> <input type="text" value="Champagne"/> <input type="text" value="Child Seat Requested"/> <input type="button" value="Clear"/> Hold the Ctrl key down to select multiple Options
Additional Info	UDF TEST REPORT: <input type="text" value="[Select]"/>
Notes	<input type="text"/>
<input type="button" value="Abandon"/> <input type="button" value="Book Now"/>	

NOTE – Reservation fields in **BOLD** lettering are required fields.

3.1 Making a Reservation (Continued)

Each section of the reservation screen displays pertinent fields that arranged in a logical sequence to ensure that all components required for a reservation are filled out correctly.

Passenger Info

Contact Info	Name: <input type="text" value="Roger Vela"/>	Phone: <input type="text" value="2-222-2222"/>
Passenger	First Name: <input type="text"/>	Last Name: <input type="text"/>
	Work Phone: <input type="text"/>	Home Phone: <input type="text"/>
		Cell Phone: <input type="text"/>
	E-mail Addr: <input type="text"/>	(Necessary for email confirmation)
	Mobile Addr: <input type="text"/>	

Contact Info: The full name and phone of the person who is creating the reservation.

Passenger: Enter the first and last name of the person the reservation is booked for.

Phone Numbers: Work, home, or cell number of passenger where he may be contacted.

Email: The passenger’s email is required in most cases. If the passenger carries a mobile internet device that receives email, the Mobile Address field may be used.

Pickup Date/Time

Pickup Time	Date: <input type="text" value="01/03/2008"/>	Time: <input type="text" value="10"/> : <input type="text" value="46"/> <input type="text" value="AM"/>
-------------	--	--

February 2008

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	

Today is Thu, 3 Jan 2008

Pickup Date & Time: Use the calendar button - -to select the pickup date of the reservation. In the Time field, select the pickup time for the specified pickup date.

Note – If an Airport pickup, enter the scheduled flight arrival time.

3.1 Making a Reservation (Continued)

Pickup Location

Pickup Location

Landmark/Hotel Airport Street Address

Name:

PU Point:

Pickup Location Type: There are multiple options available when selecting the pickup location; Landmark, Airport, and Street address.

- **Landmark:** Use this option to specify specific landmarks, hotels, restaurants, museums, etc. When you type the landmark, the system will generate matches.

Pickup Location

Landmark/Hotel Airport Street Address Profile Addresses

Name:

PU Point:

- **Airport:** Notice when selecting Airport pickup type the fields will change to reflect what is necessary for airport pickups.

Pickup Location

Landmark/Hotel Airport Street Address Profile Addresses

Airport:

Carrier: **Flight #:**

Arrives: **Flight Type:**

Origin:

Pickup Point:

Meet:

Airport: Type the Airport Code or name in this field.

Carrier: Select the Airline Carrier, commercial or private will be selectable.

Flight #: Enter the flight number. You can also click the Check Flight button that will fill the Arrival time field.

Arrives: Enter the arrival time, but if it is unknown click Check Flight button.

Flight Type: Specify if Domestic or International flight.

Meet: Select if the passenger is to be met at the Arrival Gate.

3.1 Making a Reservation (Continued)

- **Street Address:** This option is used if the pickup is a private residence or if the Landmark was not located using the landmark pickup type.

Pickup Location

Landmark/Hotel Airport Street Address Profile Addresses

Address Line 1: Apt / Rm No:

Address Line 2:

City/State/Zip: ,

Phone Number:

Address Line 1: Street name and number are required.

Address Line 2: Use this optional field to identify the name of the location.

City / State / Zip: This information is required on the reservation

Phone Number: Enter the phone number of the pickup location.

- **Profile Address:** If an address is stored in the Passenger’s profile, for example, a Home or Office address, the addresses will be in a list when selecting this option.

Pickup Location

Landmark/Hotel Airport Street Address Profile Addresses

Dropoff Location

Dropoff Location

Landmark/Hotel Airport Street Address Profile Addresses As Directed



Dropoff Direction:


The Dropoff Location has the same choices for pickup types as the Pickup section with the exception of an additional option – ‘As Directed’ for unknown destination rides.

Also, if the ride is a round-robin, enter the same location from the Pickup section into the Dropoff section and type ‘Round Robin’ in the Dropoff Direction field.


3.1 Making a Reservation (Continued)

Stops

Stops	1 
Stop#1	<input checked="" type="radio"/> Landmark <input type="radio"/> Airport <input type="radio"/> Street Address <input type="radio"/> Profile Addresses
	Name: <input type="text"/>
	PU Point: <input type="text"/>






To add additional stops, select the number of stops to add and click  then add the location by using the standard pickup types as described in the sections prior.


Preferences

Preferences	Vehicle Type: 3 Passenger Sedan (3) 	No. of Psgrs: <input type="text"/>	# of Hours: <input type="text"/>
-------------	---	------------------------------------	----------------------------------

Select a specific Vehicle Type, the number of passengers and if necessary, the amount of hours the passengers will use of the vehicle.

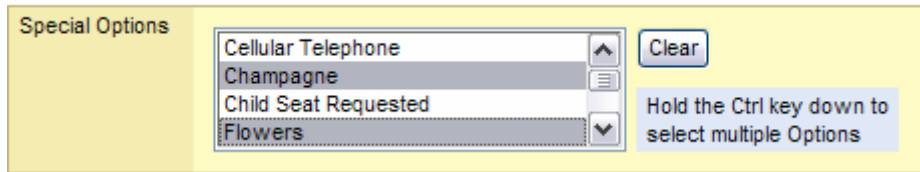
Payment

Payment	Payment By: Credit Card - Any Type  
	Card Type: American Express 
	Expires: 01  2005 
	Card Number: <input type="text"/> Security Code: <input type="text"/>
	Name on Card: <input type="text"/>

The 'Payment By' field allows you to select a method of payment. This will vary on what payment methods are accepted. Also, the  button will display an approximate ride cost amount.

3.1 Making a Reservation (Continued)

Special Options



Special Options

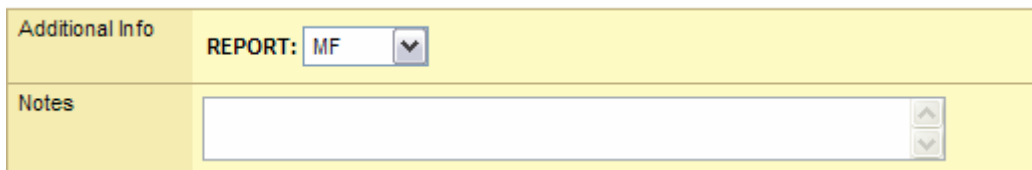
- Cellular Telephone
- Champagne
- Child Seat Requested
- Flowers

Clear

Hold the Ctrl key down to select multiple Options

This section allows you to select additional services. By holding down the CTRL key and selecting items from the list you will be able to select multiple options. The clear button deselects any options that may have been selected.

Additional Info & Notes



Additional Info

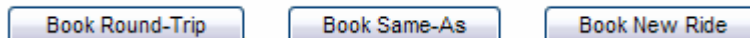
REPORT: MF

Notes

Additional Info allows you to provide special information required for your account. The Notes field allows you to add any information that may be useful to complete the ride.

Once all information is completed, you can save the ride by clicking [Book Now](#)

A confirmation will display on the screen along with new options to:



Book Round-Trip Book Same-As Book New Ride

If you wish to make a round trip, select the **Book Round-Trip** button. The Pickup and Dropoff addresses will be reversed on the screen with the rest of the information unchanged.

Select **Book Same-As** when you wish to book multiple cars.




MY NOTES:

3.2 Active Reservation Lookup


The 'Upcoming Rides' tab enables you to search for current and future reservations.

You may search for reservations by passenger name, confirmation #, dates as well as account specific fields. When ready click the **Search** button and the rides appear in the Upcoming Rides List as show below:

Upcoming Rides									
Confirm #	Res #	Pickup Date	Passenger	Pickup	Dropoff	Status	Vehicle	Event	
W1375		06/02/2006 03:10 PM	Asha Ravi	AIRPORT - EWR	HILTON HOTEL (TIMES SQUARE), W 35 ST - W 41 ST, NY	Change Submitted	3 Passenger Sedan		  
W1376		06/02/2006 03:10 PM	Asha Ravi	AIRPORT - EWR	HILTON HOTEL (TIMES SQUARE), W 35 ST - W 41 ST, NY	Reservation Submitted	3 Passenger Sedan		  
W1377	7290	06/02/2006 04:10 PM	Asha Ravi	AIRPORT - JFK	SHERATON MANHATTAN HOTEL, NEW YORK, NY	Reservation Confirmed	Flowery Car		  

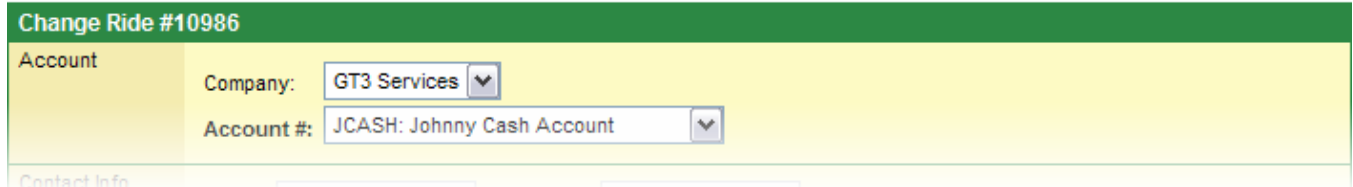
-  - VIEW the reservation
-  - EDIT and make changes to the reservation
-  - CANCEL the reservation

View a Sample Reservation using the  Button:

Ride Detail		Printable Version	
Reservation Info		Passenger Info	
Confirmation #: W18008		Contact Name: Roger Vela	
Reservation #:		Contact Phone: 2-222-22222	
When Booked: 01/02/2008 09:24 AM		Passenger Name: Tom Sawyer	
Pickup Date/Time: 01/16/2008 09:23 AM		# of Passengers: 1	
Pickup Location		Dropoff Location	
Address Line 1: 52 Hancock Ave		Address Line 1: 9209 Kennedy Blvd	
City/State/Zip: JERSEY CITY, NJ 07306		City/State/Zip: NORTH BERGEN, NJ 07047	
Phone Number: 489-421-6818		Phone Number: 239-023-8284	
Miscellaneous		Accounting Info	
Vehicle Type: RV - Infiniti G35s		UDF TEST REPORT:	
Payment Info		Pricing Info	
Payment Method: BILLED			

3.2 Active Reservation Lookup (Continued)

Editing a Reservation using the **E** Button:

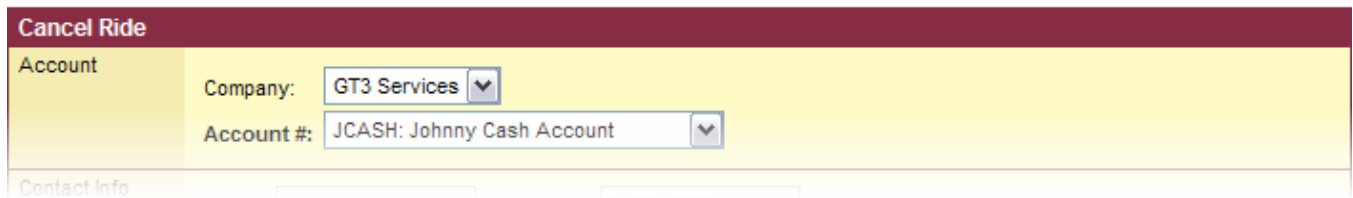


You can make changes to an existing reservation by clicking the Edit button. This will then display the reservation screen once again for you to make changes. Changes include Date & Time, Pickup locations, payment method, etc.

Once all changes have been made you click on the **‘Submit Changes button’** to receive a confirmation of the reservation with the new changes.

NOTE – Changes to existing reservations with less than 1 hours notice should be called into customer service.

Cancel a Ride with the **X** Button:



You can cancel an existing or future reservation by clicking the Cancel button. This will then display the reservation screen once again for you to confirm the cancellation.

Once you are sure to Cancel a ride, click on the **‘Confirm Cancellation’** button to receive a confirmation that the reservation has been cancelled.

MY NOTES:

3.3 Completed Reservations Lookup

The Ride History tab enables you to Search for past and completed reservations.

Based on the search criteria, a list of completed and past reservations will display.

Ride History										
Confirm #	Res #	Pickup Date	Passenger	Account	Pickup	Dropoff	Status	Vehicle	Event	
W18008		01/16/2008 09:23 AM	Tom Sawyer	RVMASTER	Home	Office	Reservation Submitted	RV - Infiniti G35s		✓
	10970	01/15/2008 02:00 PM	JEREMY KATOFF	GT3	Office	AIRPORT - JFK	Ride Completed	3 Passenger Sedan		✓
	10969	01/15/2008 02:00 PM	JEREMY KATOFF	GT3	Office	AIRPORT - JFK	Ride Completed	3 Passenger Sedan		✓
	10968	01/15/2008 02:00 PM	JEREMY KATOFF	GT3	Office	AIRPORT - JFK	Ride Completed	3 Passenger Sedan		✓

The **View** option will be available to see detailed information on the reservation.

3.4 Tools

Price Quote Tab

The Price Quote tab allows you get an approximate ride cost from one location to another. Enter both the Pickup and Dropoff locations and Vehicle Type.

Clicking 'Price Quote' will display approximate charges for the ride as well as the option to get another price quote for another set of locations.

Flight Info

When a ride is booked with an airport location it will be listed in the Flight Info tab.

Passenger	Flight	Airport	Date	Arrives/Departs	Flight Status
Asha Ravi	DL5871	JFK	06/02/2006	Arrives 03:57P	SCHEDULED

Weather & Traffic - These tabs will display external websites on weather / traffic.

3.5 My Profile

The Profiles tab allows you to edit contact information, ride preferences, payment options, favorite locations, and other miscellaneous options.

Edit Profile: JOHNNYCASH

Personal Info | Favorite Locations | Payment Options | Accounting Info | Preferences | Notes

Profile First Name: Contact Phone:

Profile Last Name: Cell Phone:

Edit basic contact information using the **Personal Info** tab:

Personal Info

Profile First Name: Contact Phone:

Profile Last Name: Cell Phone:

Contact First Name: Billing Phone:

Contact Last Name: Billing Fax:

Email Address:

Mobile Address:

3.5 My Profile (Continued)

Enter frequently visited locations in **Favorite Locations** tab:

The image shows two parts of a web interface. The top part is a 'Favorite Locations' tab with a table containing two entries. The bottom part is a 'New / Edit Location' popup form with several input fields. An orange arrow points from the 'Add' and 'Edit' links in the table to the popup form.

ID	Type	Address	Add
Office	Address	55 Sylvan Way, ENGLEWOOD, NJ 07631	Edit
Home	Address	9209 Kennedy Blvd, NORTH BERGEN, NJ 07047	Edit

Buttons: [Back to Search Profile](#) [Save Changes](#)

New / Edit Location

Location ID:

Street #/Name:

Address Line 2:

Cross Streets:

City/State/Zip: ,

Phone Number:

Buttons: [Ok](#) [Cancel](#)

When clicking Add or Edit, a small popup will appear to input new information into. Once the information is entered, 'Save Changes' to save the location to your profile.

Store Credit Card information in **Payment Options** tab:

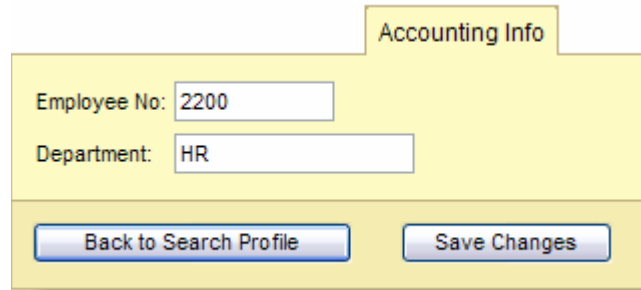
The image shows the 'Payment Options' tab with a table of credit cards. The table has columns for Card Type, Card Number, Exp Date, Holder Name, and Security Code. There are four rows of credit card information. At the bottom, there are two buttons: 'Back to Search Profile' and 'Save Changes'.

Credit Cards:					
	Card Type	Card Number	Exp Date	Holder Name	Security Code
1:	American Express	xxxxxxx8311	11/31/2012	John Cash	151
2:	Discover	xxxxxxxx6166	12/31/2010	John Cash	156
3:	Visa	xxxxxxxx9484	01/31/2011	John Cash	684
4:	Discover	xxxxxxxx4552	11/31/2012	John Cash	852

Buttons: [Back to Search Profile](#) [Save Changes](#)

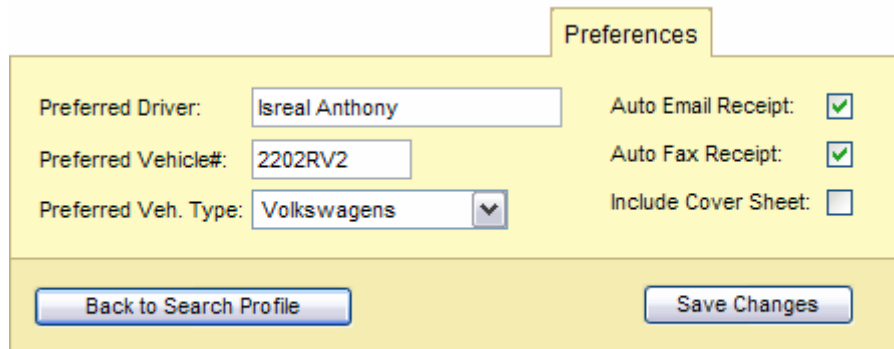
3.5 My Profile (Continued)

Accounting related fields (if any) will be displayed in the **Accounting Info** tab:



The screenshot shows the 'Accounting Info' tab of a user profile. It contains two input fields: 'Employee No:' with the value '2200' and 'Department:' with the value 'HR'. Below these fields are two buttons: 'Back to Search Profile' and 'Save Changes'.


Set automated settings in the **Preferences** tab:



The screenshot shows the 'Preferences' tab of a user profile. It contains three input fields: 'Preferred Driver:' with the value 'Isreal Anthony', 'Preferred Vehicle#:' with the value '2202RV2', and 'Preferred Veh. Type:' with a dropdown menu showing 'Volkswagens'. To the right of these fields are three checkboxes: 'Auto Email Receipt:' (checked), 'Auto Fax Receipt:' (checked), and 'Include Cover Sheet:' (unchecked). Below these fields are two buttons: 'Back to Search Profile' and 'Save Changes'.

If a Preferred Driver / Vehicle # or Vehicle Type is set, these will automatically be selected when booking a ride. These can be changed at the time of creating the ride. In addition, you can have the Email or Fax automatically or even include a cover sheet.

Enter special requests or miscellaneous info in the **Notes** tab:



The screenshot shows the 'Notes' tab of a user profile. It contains a text area labeled 'Special Instructions:' with the value 'Wine and Cheese'. Below this text area are two buttons: 'Back to Search Profile' and 'Save Changes'.

4.0 Frequently Asked Questions

Q: Who do I call if I am unable to access the Web Reservation site?

A: If you are unable to access the reservation site, please call Customer Service.

Q: I am able to see the site, but I cannot log in?

A: If you are set up with a profile and cannot log in, the password you may be using is invalid. Reset your password by selecting the 'Email Password' option. If you are still unable to log in, call Customer Service.

Q: What do I do if I cannot find my reservations?

A: Please call Customer Service and provide reservation information used to locate your rides and provide you with a confirmation number.

Q: Can I cancel or makes to any reservation?

A: You may cancel or edit reservation that you have authorized access to. Authorized access is subject to change at any time.

Q: I have a complicated reservation (e.g. wedding), what do I do?

A: For complex reservations or reservation with special needs, it is recommended that Customer Service be contacted and provide all reservation information to ensure that event is booked correctly.