



Gem's Online Reservation Portal & App Booking Tool

The Gem Team appreciates your interest in managing business & personal travel more efficiently. Gem's online & app booking tools are convenient, secure and have the ability to support multiple profiles with one set of login credentials (with assistance from our team for security). Any bookings made using a profile via email, and telephone can be accessed live on Gem's handy transportation management tools.

Existing Customer? First, identify if you used our services before. If so, you may already have a profile in the Gem database.

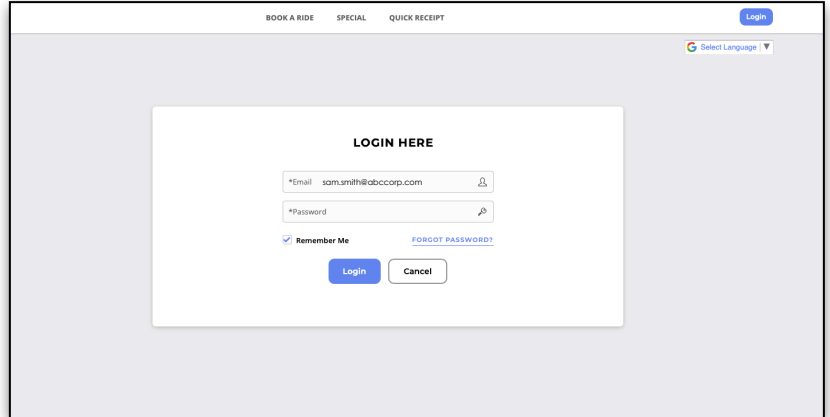
- If you believe you may have a profile, visit the link: <https://www.gemlimo.com/login> & select the forgot password function.

First time client? Please visit: <https://www.gemlimo.com/create-account-profile>

- Booking for yourself:** Continue to create a profile and be sure to use your business email address, this will automatically associate your new profile with any existing corporate accounts.
- Administrative booking for multiple profiles:** Gem offers a custom setup with enhanced capabilities. Please visit: <https://www.gemlimo.com/booking-agent-registration> and complete the short registration form. The form will assist our team with the appropriate setup; After, a representative from the Gem office will follow up with your credentials once your setup is completed.
- Connect Profile to Gem's Mobile App:** You always have the option to connect to Gem's user-friendly Mobile App! For new and existing clients, you must sign in as a "new user" and use your business email address. Both your web and app booking platforms can be used in parallel. The "Gem Limousine Worldwide" app is free and available in your smartphone's native app store! Links can be found at www.gemlimo.com
- All Booking Tool Related Inquiries:** Contact either websupport@gemlimo.com or appsupport@gemlimo.com

Portal Login Page

- ✓ If you've booked with us before, your profile should be saved within our system. You can utilize the "forgot password" function along with the email address associated with your profile.
- ✓ The link to this Login Page is: <https://www.gemlimo.com/login>



Portal Dashboard

- ✓ When you successfully log-in, you will have a couple of options at the top navigation pane (Dashboard, Book A Ride, Search Rides, Price Quote, Quick Receipt and the settings dropdown on the top left). The following guide will show the simple process of managing Gem's services and your profile information online. **Note:** The dashboard will only display 5 of closest reservations to today's date. To view additional reservations, navigate to the "Search Rides" section of the portal.

Selectable Reporting Metrics

Main Navigation Menu

Settings Dropdown


Period	Active Reservations	Completed Reservations	Cancelled Reservations
CURRENT MONTH	1	8	0
CURRENT YEAR	3	124	15

Reservation #	Passenger Name	Pickup Date/Time	Pickup Address	Destination Address	Vehicle Type	Price	Status	Task Bar
2274732*2	Johnny Traveler	Aug 22, 2019 06:29 PM	EWR UA 3501	1 Main Street, NY, NY	Sedan	USD \$92.88	ACTIVE	[Icons]
2274706*1	Johnny Traveler	Sep 08, 2019 03:30 PM	1 Main Street, NY, NY	EWR UA 70	Sedan	USD \$89.26	ACTIVE	[Icons]
2274706*2	Johnny Traveler	Sep 15, 2019 11:35 AM	EWR UA 71	1 Main Street, NY, NY	Sedan	USD \$89.26	ACTIVE	[Icons]

Active Reservation Task Bar: Hover over each icon for functionality tool-tips. You can locate Drivers, View Reservations, Edit Reservation, obtain a trip confirmation or cancel a reservation.

Note: To simply copy or create a return for an existing reservation for a later date, view the trip and there will be buttons within.

Profile Settings

 **Profile Settings Dropdown:** Selecting this dropdown will enable you to update profile details such as passenger & primary contact information, store addresses & load multiple credit cards for efficiency when booking a trip. Please use the passengers business email address in the Required* Email Field to ensure you remain connected to your corporate account. You will not be able to add multiple profiles without a custom setup. For more information on managing multiple profiles - Visit: <https://www.gemlimo.com/online-booking-agent>

SELECT PROFILE *Customer ABC CORP. Profile Johnny Traveler Show Reset This section is for Booking Agents only





PROFILE DETAIL ^ HIDE PROFILE INFO

*First Name Johnny *Last Name Traveler *Mobile Phone (732) 425-2234 *Email johnny.traveler@gmail.com







Contact Name Sam Smith *Contact Phone (908) 425-6063 Contact Email sam.smith@abccorp.com

Save

CREDIT CARDS Add Credit Card ^ HIDE CREDIT CARDS (2)

Card Type	Number	Holder Name	Expiry Date	Billing Zip	Is Default	
American Express	****1007	BUSINESS	12/2022	02110	No	 
American Express	****6008	Personal	10/2023		No	 

STORED LOCATIONS Add Location ^ HIDE STORED LOCATIONS (3)

Location Code	Street	Address Line2	City	State	Postal Code	Country	
Home	1 Main Street		Branchburg	NJ	08876	US	 
New Hope	1 Cardinal Ave.		New Hope	PA	18938	US	 
Office	7 Merry St.		Boston	MA	02110	US	 

Booking A Reservation

Navigate to the **Book a Ride Tab**: You'll notice all information within the "Profile Settings Dropdown" populates for efficiency. Please verify that all information is correct and select next. Stored addresses can be searched with the "Location Code" Ex: HOME, OFFICE

3 Step Booking Process:
Currently displaying step 1 of 3.

Hourly & Transfers: Transfers are used with point to point services & Hourly is for wait and returns or trips with stops over 15 minutes

Customer & Profile Selection (Booking Agents Only): If traveler is associated with your login, first select the customer account and the profile will be available for selection. Need a profile added? Contact: websupport@gemlino.com
Note: The profile dropdown turns into a search query with 10+ passengers

Pickup Point: Options should only be selected on airport arrivals. This will signal to our driver where to pickup. Each selection will also provide detailed meeting instructions to the passenger
Examples:

- Outside of Customs
- In Baggage Claim
- Outside Baggage Claim, Curbside

Next Steps: Continue with your new reservation or cancel at any time. Your new trip is not active until selecting "Book Now" on Step 3 - the "Payment & Confirm Page"