How to Connect to the Online Reservation Portal & App Booking Tools

Thank you for your interest in managing business & personal travel more efficiently!

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: www.gemlimo.com/customer-login & select the forgot password function.

If this if your first time using our services, visit: https://www.gemlimo.com/new-account

- ☑ **Booking for yourself**: Continue to create a profile and be sure to use your business email address, this will trigger our system to automatically attach to the corporate pricing!

- ☑ **Administrative booking for multiple travelers:** there is a different setup with enhances capabilities. Please visit: https://www.gemlimo.com/booking-agent-registration and complete the short registration from. A representative from our office will follow up once your configuration is completed.

- ☑ **Connect Profile to Mobile App:** After your profile is created, you can choose to connect it to our user friendly mobile application! You must sign in as a "new user" and use the same email address. Both your web and app booking platforms can be used simultaneously. Your can search for the "'Gem Limousine Worldwide" App in your smartphone's native App Store!

- ☑ **Please Note**: You should create an account online before connecting it to our mobile app to ensure proper account connectivity!

- ☑ **All Issues & Inquiries:** Contact either websupport@gemlimo.com or appsupport@gemlimo.com

Portal Navigation

Main Dashboard: When you successfully log-in, you will have a couple of options (Book Online, Price Quote, Quick Receipt and login). The following guide will show the simple process of managing transportation online and managing your profile information

Main Navigation Menu

Profile Settings Dropdown

Clickable Reporting Metrics

Reservation Task Bar: Hover over each icon to understand functionality. You can locate Driver, View Reservation, Edit Reservation, obtain a trip confirmation or cancel a reservation
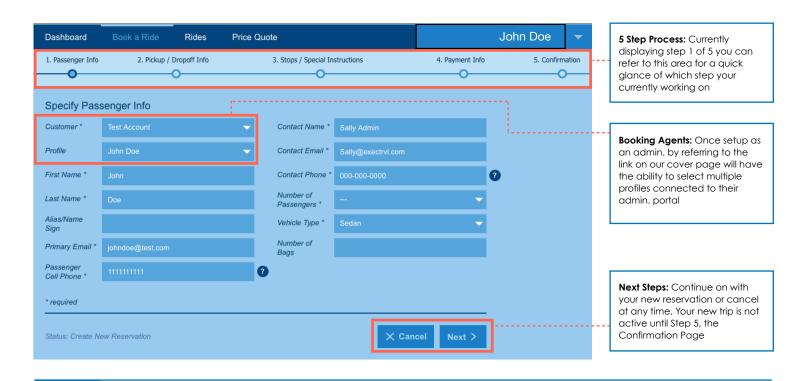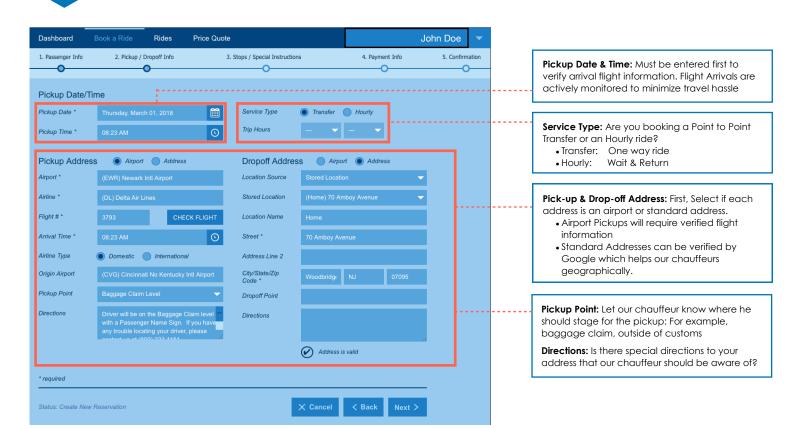
Profile Settings Dropdown: Selecting the dropdown will enable you to update profile details such as primary and administrative contact information, Google Verified stored addresses & multiple credit cards for efficient booking. Please use your corporate email address in the Primary Email Field to ensure you remain connected to your corporate account
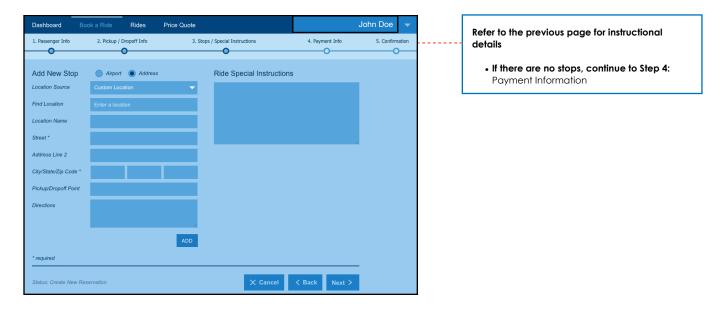
Booking A Reservation

Book a Ride Tab: You notice all information within the "Profile Settings Dropdown" populates for efficiency. Please verify that all information is correct and select next.
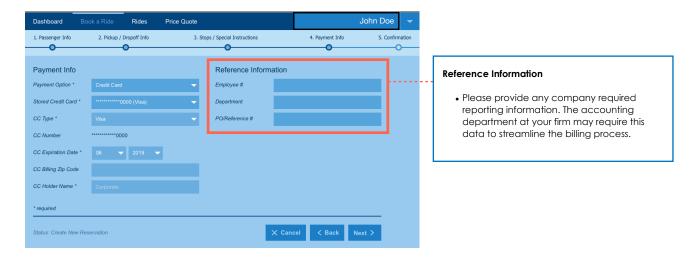
Dashboard	Book a Ride	Rides	Price Quote		John Doe ▼

1. Passenger Info	2. Pickup / Dropoff Info	3. Stops / Special Instructions	4. Payment Info	5. Confirmation

Specify Passenger Info

Customer *	Test Account ▼
Profile	John Doe ▼
First Name *	John
Last Name *	Doe
Alias/Name Sign	
Primary Email *	johndoe@test.com
Passenger Cell Phone *	1111111111 ?

Contact Name *	Sally Admin
Contact Email *	Sally@exectrvl.com
Contact Phone *	000-000-0000 ?
Number of Passengers *	--- ▼
Vehicle Type *	Sedan ▼
Number of Bags	

* required

Status: Create New Reservation

✕ Cancel   Next ❯

5 Step Process: Currently displaying step 1 of 5 you can refer to this area for a quick glance of which step your currently working on

Booking Agents: Once setup as an admin. by referring to the link on our cover page will have the ability to select multiple profiles connected to their admin. portal

Next Steps: Continue on with your new reservation or cancel at any time. Your new trip is not active until Step 5, the Confirmation Page

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Dashboard	Book a Ride	Rides	Price Quote		John Doe ▼

1. Passenger Info	2. Pickup / Dropoff Info	3. Stops / Special Instructions	4. Payment Info	5. Confirmation

Pickup Date/Time

| Pickup Date * | Thursday, March 01, 2018 📅 |
| Pickup Time * | 08:23 AM 🕐 |

| Service Type | ○ Transfer ● Hourly |
| Trip Hours | --- ▼ --- ▼ |

Pickup Address   ● Airport ○ Address

Airport *	(EWR) Newark Intl Airport
Airline *	(DL) Delta Air Lines
Flight # *	3793 CHECK FLIGHT
Arrival Time *	08:23 AM 🕐
Airline Type	● Domestic ○ International
Origin Airport	(CVG) Cincinnati No Kentucky Intl Airport
Pickup Point	Baggage Claim Level ▼
Directions	Driver will be on the Baggage Claim level with a Passenger Name Sign. If you have any trouble locating your driver, please contact us at (800)

Dropoff Address   ○ Airport ● Address

Location Source	Stored Location ▼
Stored Location	(Home) 70 Amboy Avenue ▼
Location Name	Home
Street *	70 Amboy Avenue
Address Line 2	
City/State/Zip Code *	Woodbridge NJ 07095
Dropoff Point	
Directions	

✓ Address is valid

* required

Status: Create New Reservation

✕ Cancel   ❮ Back   Next ❯

Pickup Date & Time: Must be entered first to verify arrival flight information. Flight Arrivals are actively monitored to minimize travel hassle

Service Type: Are you booking a Point to Point Transfer or an Hourly ride?
- Transfer: One way ride
- Hourly: Wait & Return

Pick-up & Drop-off Address: First, Select if each address is an airport or standard address.
- Airport Pickups will require verified flight information
- Standard Addresses can be verified by Google which helps our chauffeurs geographically.

Pickup Point: Let our chauffeur know where he should stage for the pickup: For example, baggage claim, outside of customs

Directions: Is there special directions to your address that our chauffeur should be aware of?

Booking A Reservation

Stops / Special Instructions Tab: Will there be any additional stops within this reservation?

Refer to the previous page for instructional details

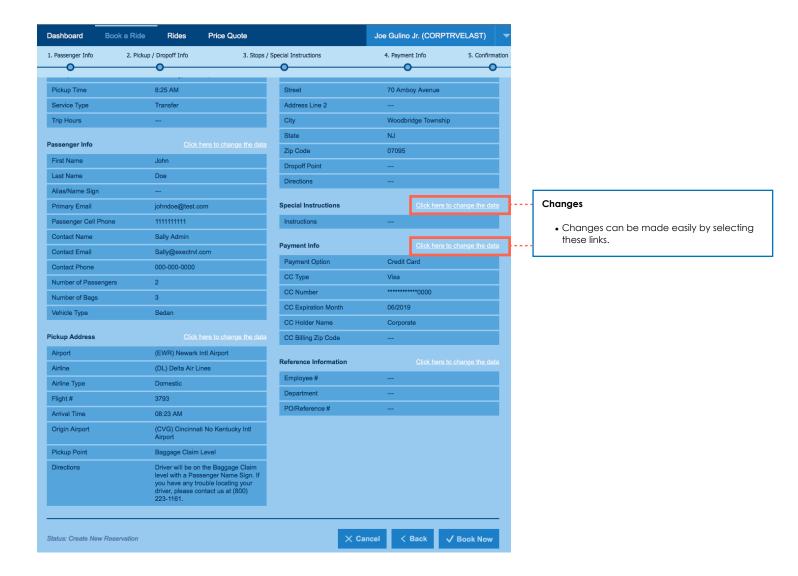- **If there are no stops, continue to Step 4:** Payment Information

Payment Info Tab: Specify a credit card that you'd like us to bill for this reservation. You can pre-populate a card stored within the profile

Reference Information

- Please provide any company required reporting information. The accounting department at your firm may require this data to streamline the billing process.

Booking A Reservation

Confirmation Tab: A final overview of your new booking. Please review all reservation details and check for typos and inaccurate fields. To complete your reservation, select "Book Now" and a Confirmation will be delivered via email.

Enhance your connectivity

Connecting your profile to the Gem Limousine Worldwide Mobile App:

Download it in your smartphone's native app store! Connectivity Instructions on the next pages

App Login & Profile Connectivity Instructions

Connecting to an Existing Profile

☑ Now that you've successfully created a profile & it references your corporate account, its time to go-mobile!

☑ Once app is open choose *NEW USER*

☑ Fill out required information (User must use email address that corresponds with profile)

☑ Once information is entered click register

☑ Passcode is a 4 digit numerical code for personal app login security, the passcode prompt can be deactivated in the settings once successfully logged in.