

# 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](http://www.gemlimo.com/customer-login) & select the forgot password function.

If this is 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 enhanced capabilities. Please visit: <https://www.gemlimo.com/booking-agent-registration> and complete the short registration form. 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. You 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](mailto:websupport@gemlimo.com) or [appsupport@gemlimo.com](mailto:appsupport@gemlimo.com)

See next pages for further instructions



# 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

The screenshot shows the Main Dashboard interface. At the top, there is a navigation bar with links: Dashboard, Book a Ride, Rides, and Price Quote. The user's name, John Doe, is displayed on the right with a dropdown arrow. Below the navigation bar, the dashboard is divided into two main sections: Reservations Summary and Active Reservations.

**Reservations Summary:** This section contains a table with columns: Period, Active Reservations, Completed Reservations, and Cancelled Reservations. The data is as follows:

Period	Active Reservations	Completed Reservations	Cancelled Reservations
Current Month	0	0	0
Current Year	3	0	5

**Active Reservations:** This section contains a table with columns: Reservation #, Passenger Name, Pickup Date/Time, Pickup Address, Destination Address, and Status. The data is as follows:

Reservation #	Passenger Name	Pickup Date/Time	Pickup Address	Destination Address	Status
2024784*1	John Doe	Fri, October 26, 2018 12:00 PM	EWR UA 1243	Home, 70 Amboy Avenue, Woodbridge Township, NJ 07095	ACTIVE
2024784*3	John Doe	Fri, October 26, 2018 12:00 PM	EWR UA 1243	Home, 70 Amboy Avenue, Woodbridge Township, NJ 07095	ACTIVE
2024784*5	John Doe	Fri, October 26, 2018 12:00 PM	EWR UA 1243	Home, 70 Amboy Avenue, Woodbridge Township, NJ 07095	ACTIVE

**Callouts:**

- Main Navigation Menu:** Points to the top navigation bar.
- Profile Settings Dropdown:** Points to the dropdown arrow next to the user's name.
- Clickable Reporting Metrics:** Points to the numerical values in the Reservations Summary table.
- Reservation Task Bar:** Points to the icons (location pin, magnifying glass, edit, print, and close) next to each reservation row.

**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

The screenshot shows the Profile Settings Dropdown menu. It contains the following options:

- Joe Gulino Jr. (CORPTRVELAST) [Dropdown Arrow]
- Profile Info
- Stored Locations
- Credit Cards
- Change Password
- Logout

The screenshot shows the Profile Information form. It contains the following fields:

- Customer \***: Test Account
- Profile \***: John Doe
- First Name \***: John
- Last Name \***: Doe
- Primary Email \***: johndoe@test.com
- Passenger Cell Phone \***: 1111111111
- Contact Name**: Sally Admin
- Contact Email**: Sally@exectrav.com
- Contact Phone**: 000-000-0000
- Department Number**:

\* required

# 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.

**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@exectrl.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

**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) 333-1161

**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.

Dashboard	Book a Ride	Rides	Price Quote	Joe Gulino Jr. (CORPTRVELAST)
1. Passenger Info	2. Pickup / Dropoff Info	3. Stops / Special Instructions	4. Payment Info	5. Confirmation
Pickup Time: 8:25 AM Service Type: Transfer Trip Hours: --- <b>Passenger Info</b> <a href="#">Click here to change the data</a> 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: 2 Number of Bags: 3 Vehicle Type: Sedan	Street: 70 Amboy Avenue Address Line 2: --- City: Woodbridge Township State: NJ Zip Code: 07095 Dropoff Point: --- Directions: --- <b>Special Instructions</b> <a href="#">Click here to change the data</a> Instructions: --- <b>Payment Info</b> <a href="#">Click here to change the data</a> Payment Option: Credit Card CC Type: Visa CC Number: *****0000 CC Expiration Month: 06/2019 CC Holder Name: Corporate CC Billing Zip Code: --- <b>Reference Information</b> <a href="#">Click here to change the data</a> Employee #: --- Department: --- PO/Reference #: ---	<b>Pickup Address</b> <a href="#">Click here to change the data</a> Airport: (EWR) Newark Intl Airport Airline: (DL) Delta Air Lines Airline Type: Domestic Flight #: 3793 Arrival Time: 08:23 AM 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) 223-1161.		

Status: Create New Reservation

[✕ Cancel](#)
[< Back](#)
[✓ Book Now](#)

## Changes

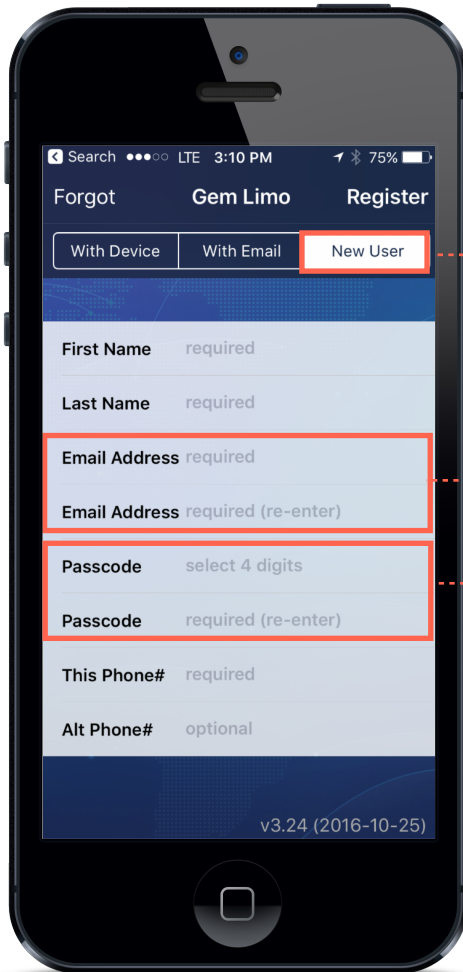
- Changes can be made easily by selecting these links.

## 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.