

## **How to use the Executive Transportation On Line Reservation Systems**

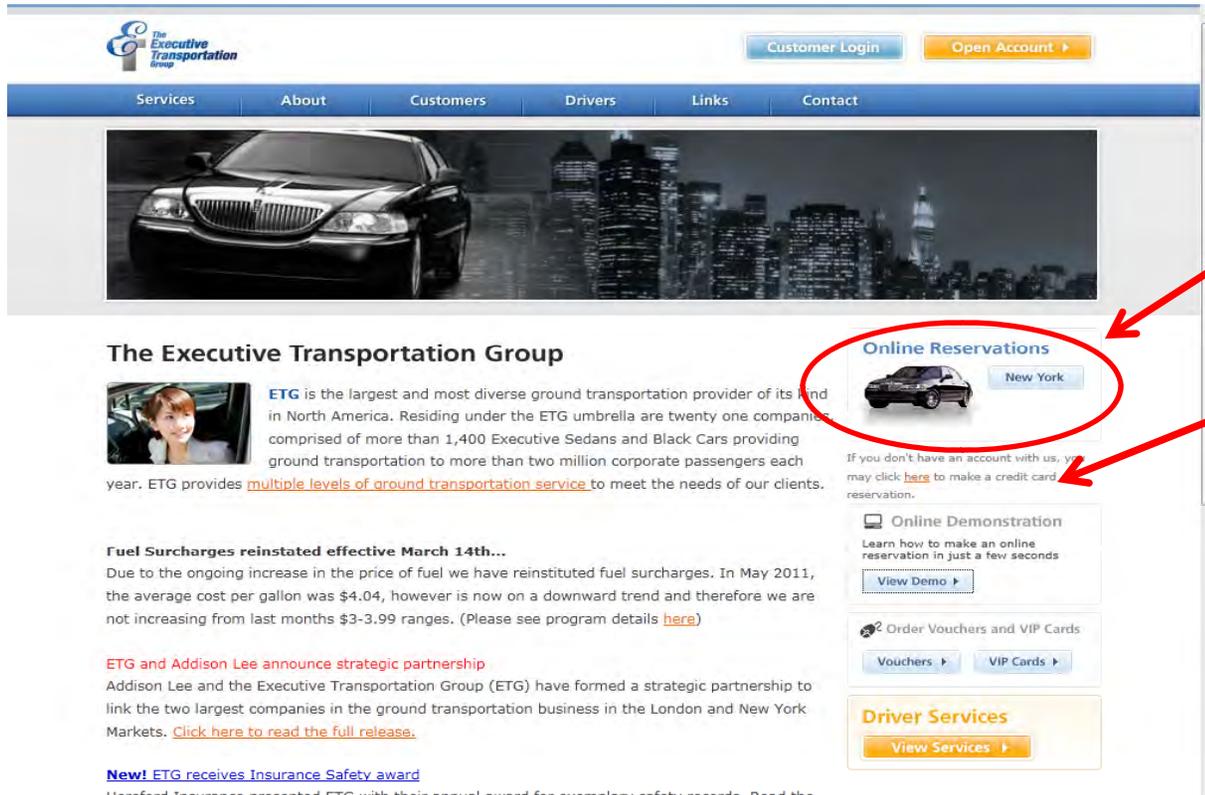


- For additional information, please contact**
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# Benefits

- Eliminate “on hold” time when calling to order a car (enhances personal productivity)
- Make reservations for any time in the future in a few seconds, for either New York Metro or any worldwide destination
- Electronically obtain the status of your ASAP order every 15 seconds for New York Trips
- Receive order confirmation by email, if requested
- Build a profile to allow ordering a car to take only a few mouse clicks
- Retrieve ride history and print order confirmations for travel & expense reports

# Two choices – With or without an account

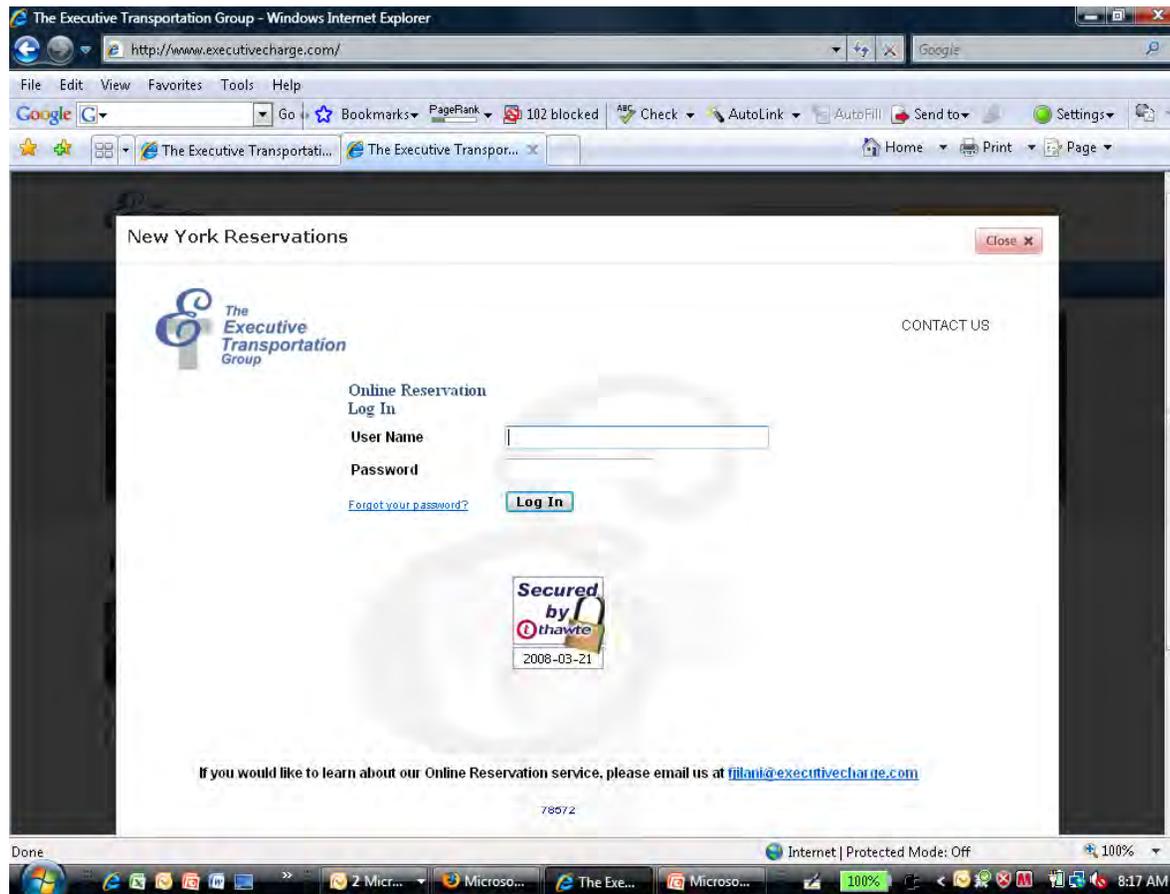


The screenshot shows the website for The Executive Transportation Group. At the top, there is a navigation bar with links for Services, About, Customers, Drivers, Links, and Contact. Below this is a large image of a black sedan. The main content area features a section titled "The Executive Transportation Group" with a small photo of a woman and a paragraph of text. To the right of this text is a box for "Online Reservations" which includes a car icon and a "New York" button. Below this box is a link for "Online Demonstration" and another for "Order Vouchers and VIP Cards". At the bottom of the page, there are several news items, including one about fuel surcharges and another about a strategic partnership.

1. Look for the Online Reservation Box
2. Choose New York if you have an account with us
3. If you don't have an account you may make a reservation using a credit card

# To make a reservation

1. On selecting the New York button, a new page is displayed
2. Enter your username and password
3. If you do not have a username please click on “Contact Us” and we’ll get you started!



# To make a reservation

The screenshot shows a web browser window displaying the 'New York Reservations' page. The page title is 'New York Reservations' and it features the Executive Transportation Group logo. A navigation bar includes 'ORDER ENTRY', 'ONLINE INQUIRY', 'RIDE HISTORY', 'USER PROFILE', and 'LOGOUT'. The 'Welcome Mark Heminway / Executive Charge' message is visible. The 'Online Order Entry Form' contains the following fields:

- Travel Date/Time:  ASAP  RESERVATION: 3/21/2008 Fri 8:26 AM
- Last, First Name (Passenger): Heminway, Mark
- Call Back Phone Number: 603 7310138 \* Ext. e.g. 718-5551234
- Secondary Number: Ext. e.g. 718-5551234
- Email Address: mheminway@executivecharge.com \*
- Alternate Email Address 1: [Redacted]
- Alternate Email Address 2: [Redacted]
- Company: Love+
- Payment Type: Voucher
- Notification Method:  Online (Conf # will be sent automatically in email)  No Notification
- Acct #: 8650

Red arrows from the list on the right point to the 'RESERVATION' radio button, the 'Call Back Phone Number' field, the 'Company' dropdown, the 'Payment Type' dropdown, and the 'Online' notification radio button.

1. On login, you are taken to the order entry form.
2. Choose either ASAP (Immediate) or Reservation
3. Verify that your name and personal information is correct
4. If your company has the option of multiple car companies, chose the one you want
5. Select the payment type (if applicable)
6. And how you would like to be notified. A n email is handy as it can forward to PDAs as well

# To make a reservation

The screenshot shows a web browser window with the URL <http://www.executivecharge.com/>. The page title is 'The Executive Transportation Group - Windows Internet Explorer'. The main content area is a form titled 'New York Reservations'. The form includes the following fields and options:

- Acct #: XXXXXXXXX
- Division Name: ETG
- Time Job:  Check here if time job. (Destination Must be "AS DIRECTED")
- Vehicle Type: Sedan
- Package:  Yes  No
- Pet:  Yes  No
- Round Trip:  Yes  No
- Requested Car #: For BlueLine and Avalon only.
- Pickup instructions:
  - For Borough, Select a Borough, enter Bldg No., Street Name.
  - For out of Borough address, select a State and enter City.
- Landmark: -
- Airport/Borough/State: -  Click Here For Airports
- Bldg No.:
- Street Name: [Street Lookup \[FOR PROPER ADDRESS FORMAT\]](#)
- City: [City Lookup](#)
- Cross Street: For Out of Town addresses only
- Dispatch Point: \*

On the right side of the form, there is a section titled 'FREQUENT PICKUP POINTS' with the following links:

- [1440 39 ST Brooklyn BK](#)
- [PENNSYLVANIA HOTEL](#)
- [336 West Passaic Street Rochelle Park NJ](#)
- [1206 48 ST BK](#)
- [PENN STATION](#)
- [85 BLEECKER ST M](#)
- [30 Hudson Street Jersey City NJ](#)
- [1206 48 ST Brooklyn BK](#)

Red arrows point from the numbered instructions on the right to the following fields in the form:

- Acct #
- Check here if time job
- Package
- Landmark
- Bldg No.
- 1206 48 ST BK

1. Check your account number
2. And if it is a time job click here
3. Note options for Packages, Pets, Round trips and a box to request a specific car number
4. For Pickup location you may either select a landmark, fill in the location by hand (Note the handy borough/airport selector) , or select from your common locations by clicking on them and the will automatically fill in the addresses. Please be careful to put in correct flight information

# To make a reservation

The screenshot shows a web browser window with the URL <http://www.executivecharge.com/>. The page title is "New York Reservations". The form contains the following fields and options:

- Pickup Point**: (e.g. northeast corner)
- Modify Airport Detail**: [MODIFY AIRPORT DETAILS \(Required for Airport\)](#) and [Enter Driver Instructions \(e.g., authorized waiting time, directions, or other\)](#)
- Destination**:
  1. For Borough, Select a Borough, enter Bldg No., Street Name.
  2. For out of Borough address, select a State and enter City.
- Landmark**: [Dropdown menu]
- Airport/Borough/State**: [Dropdown menu]  Click Here For Airports
- Bldg No.**: [Text input]
- Street Name**: [Text input] [Street Lookup \(FOR PROPER ADDRESS FORMAT\)](#)
- City**: [Text input] [City Lookup](#)
- Cross Street**: [Text input] For Out of Town addresses only

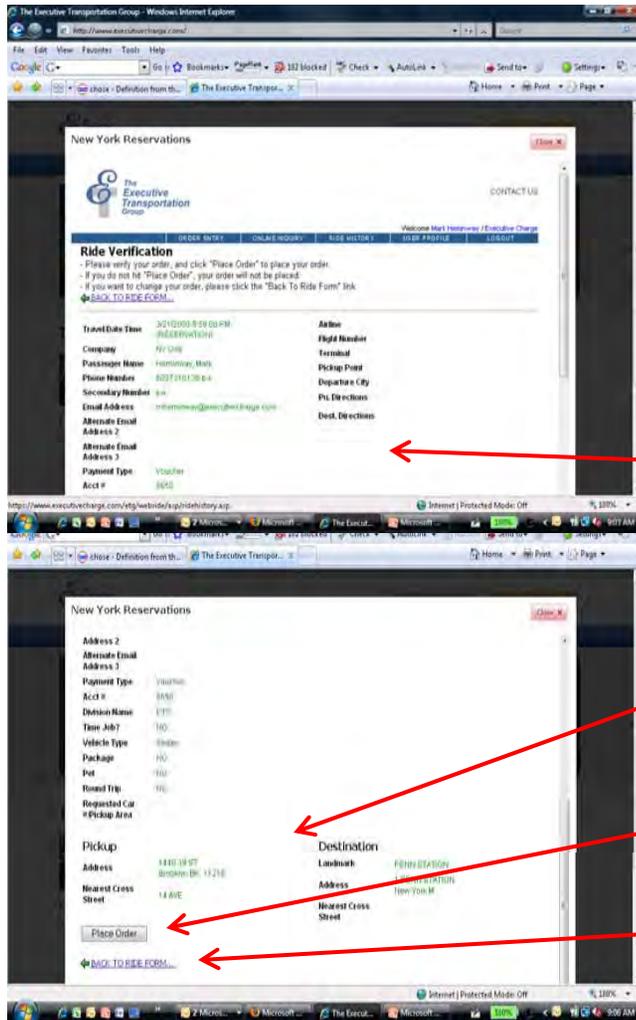
**FREQUENT DESTINATIONS**

- [PENN STATION](#)
- [30 Hudson Street Jersey City NJ](#)
- [1440 39 ST Brooklyn BK](#)
- [40 RECTOR ST M](#)
- [PENN STATION](#)
- [585 Route 440 Jersey City NJ](#)
- [1301 6 AVE M](#)
- [45 MAIN ST BK](#)
- [401 Hackensack Ave Hackensack NJ](#)
- [26 BROADWAY M](#)
- [ENTER DEST. DIRECTIONS \(optional\)](#)

Buttons:

1. Once you have completed the pickup information, scroll down to the Destination and follow the same steps
2. For Destination location you may either select a landmark, fill in the location by hand, or select from your common locations by clicking on them and they will automatically fill in the addresses
3. Click on the Submit Order button when complete, or the Reset button if you need to reset and correct information

# To make a reservation



Top of page

Scroll down to see the bottom

1. After you have submitted the reservation, a window will pop up momentarily that validates the address information. When that routine is complete, you will be taken to the Ride Verification screen. Please check carefully to insure that all information is correct
2. When you are satisfied that the information is correct, click on the Place Order button
3. If you see something you need to correct you can click on Back to Ride Form to correct it

# To make a reservation

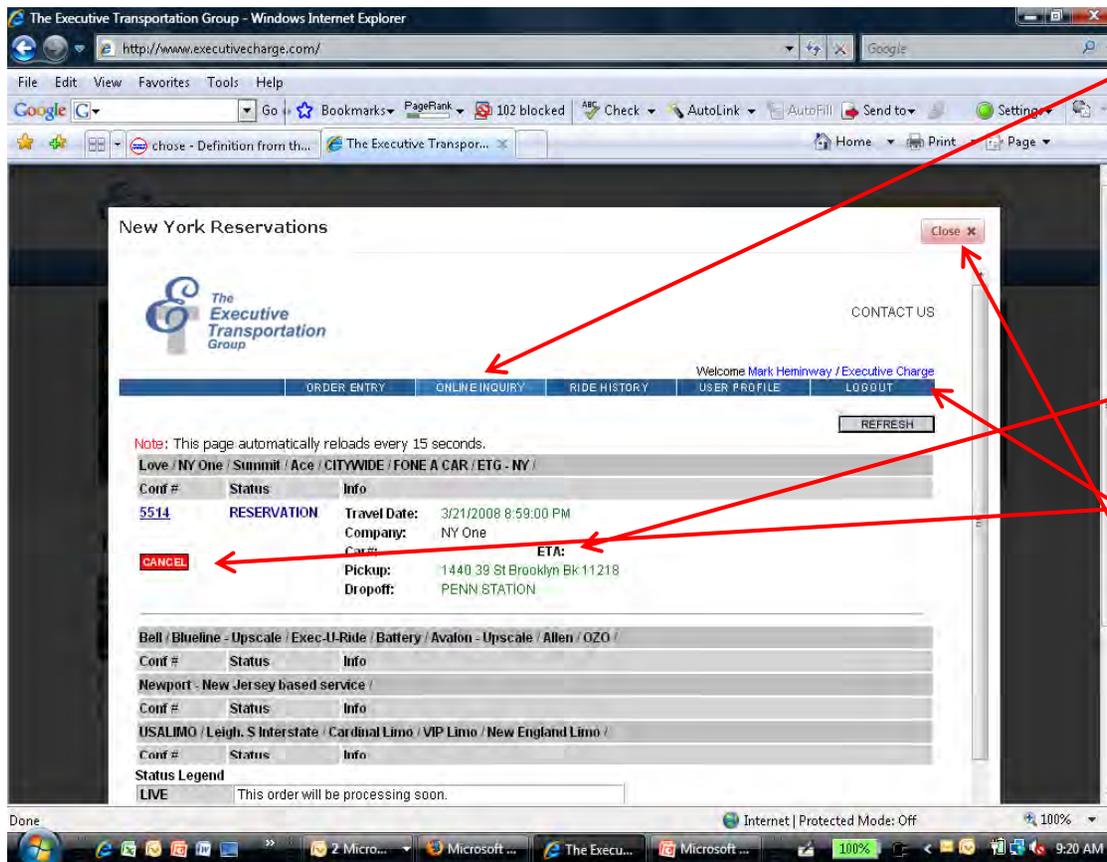
1. You are then taken to the Ride Confirmation form
2. If you opted for an email confirmation you should receive your confirmation email in a few seconds.

The screenshot shows a Windows Internet Explorer browser window displaying the website for The Executive Transportation Group. The page title is 'New York Reservations'. The main content area is titled 'Ride Confirmation' and includes a message: 'Your order has been processed.' Below this, a table lists reservation details:

|                           |                               |                  |  |
|---------------------------|-------------------------------|------------------|--|
| Confirmation #            | 5514                          | Airline          |  |
| Travel Date/Time          | 3/21/2008 8:59:00 PM          | Flight Number    |  |
| Company                   | NY One                        | Terminal         |  |
| Passenger Name            | Heminway, Mark                | Pickup Point     |  |
| Phone Number              | 6037310138 Ext.               | Departure City   |  |
| Secondary Number          | Ext.                          | Pt. Directions   |  |
| Email Address             | mheminway@executivecharge.com | Dest. Directions |  |
| Alternate Email Address 2 |                               |                  |  |
| Alternate Email Address 3 |                               |                  |  |
| Payment Type              | Voucher                       |                  |  |
| Acct #                    | 8650                          |                  |  |
| Division Name             | E10                           |                  |  |
| Car #                     | N/A. Please check again.      |                  |  |
| ETA                       | N/A. Please check again.      |                  |  |

The browser's taskbar at the bottom shows the system clock as 9:17 AM on 3/21/2008.

# To make a reservation



1. If you click on the Online Inquiry button on the top of the menu bar you can see the status of your ride
2. This screen refreshes every 15 seconds. If you made an ASAP reservation, your car number and ETA will fill in as soon as assigned
3. You may also cancel your reservation by clicking here
4. And by clicking on the menu buttons on the top you can see your ride history, change your user profile or log out.
5. Close this screen by clicking on the close button on the top right

# In conclusion

We hope that this presentation was helpful. Please contact us if you have any questions