

Executive Transportation Group (ETG) FAQs
Bank of New York Mellon

General	
Who is ETG?	ETG is BNY Mellon's primary, preferred car service provider for the New York – Tri State area, including New York, New Jersey, and Connecticut. ETG is a large and diverse ground transportation service comprised of more than 1,200 Executive Sedans and Black Cars.
What types of vehicles does ETG have?	ETG has a full range of vehicles. In general they will be providing Lincoln Town Cars, though they also have hybrid vehicles in addition to full size vehicles. On an as needed basis you may contact them for an SUV or other specialty vehicle. Please be aware that SUVs and specialty vehicles may cost up to twice as much as a standard black car.
Making a reservation	
Using an App	ETG offers an app which is available for iPhone and Android.
On the ETG Web site	Go to www.etgweb.com/bny . From there you can make reservations and see additional information about the program.
By Phone	Call 1-888-208-1802 or (718)249-1250 and follow the menu options
Account Number	For BNY Mellon Travelers use 101CC for those travelers that have corporate issued credit cards under the U.S. card program and 101V for those travelers who do not have a corporate issued credit card under the U.S. card program. For Pershing Travelers use 20443CC for those travelers that have corporate issued credit cards under the U.S. card program and 20443V for those travelers who do not have a corporate issued credit card under the U.S. card program.
Employee ID # And Management Unit # (aka Cost Code)	You'll need your employee id number - Your employee id number is available from HR, 1-800-947-4748. Your employee id number is a 9 digit number that begins with 3 leading zeros (such as "000#####") and you will need to provide all digits when making reservations. If you do not know your management unit #, please check with your manager.
How far ahead do I need to make a reservation?	Except for airport pickups, reservations can be made anytime, but it is highly recommended to make them as soon as possible. The further away from New York City the pickup the longer lead time will be needed. For airport pickups contact ETG when you land as they regularly hold vehicles at all three airports. This will help avoid waiting time charges.
What can I expect if I need a last minute reservation?	One of the primary reasons ETG has been chosen as a preferred supplier is due to the size of their fleet (1,500+ vehicles). During poor weather conditions the demand for vehicles in the city is greater; call one hour in advance if possible. ETG will give priority to service rides confirmed in advance but will make every effort to accommodate your request.
Are SUVs available?	Yes, SUVs are available at an additional cost (approximately double the price of a standard black car). They should only be requested when required.
Pickup and Notification Information	
Where is the pickup location at 240 Greenwich Street?	Cars picking up passengers at 240 Greenwich Street should preferably get picked up on the Greenwich St entrance, unless otherwise instructed. Due to security, the cars may be required to circle and will not be able to wait outside.
What about other locations?	At the time of reservation you will be asked from what specific location you would like to be picked up, in addition to the pickup address. Examples of this are "front of the building", "intersection of XX & YY Streets". ETG will make every effort to pick you up at your desired location.
What confirmations will be provided?	<ol style="list-style-type: none"> 1. The default confirmation will be an email with the details of your reservation. 2. Before the car arrives you will receive an email with the ETA of the car, the car number and drivers cell phone.
Car Traxs?	ETG has a new feature that may be requested at the time of reservation, called Car Traxs. You will be asked for your cell phone number, and at the time the car is assigned to your reservation a text message will be sent which has the car number, the car type and color, the driver's name and cell phone and a link to a url that will

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	provide you with a map and your cars position on it. This updates every few seconds, making it easier to find your car. A second text will be sent when the car arrives at the pickup location.
Will my assistant receive notifications as well?	Not by default, however on a voice reservation the operator can easily add an email address so that email address receives confirmation information as well.
How do I know which car is mine?	In addition to the above notifications, the car will have a sign with "The Executive Transportation Group" at the top and the car number below in order to make identifying your car easier.
What if I can't find my car?	In either the email or the text you will have been given the driver's cell phone number and that is the fastest method. Should you need any additional assistance please call the dispatch center at 1-888-208-1802.
Airport pickups and drop offs	
For airport arrivals, when should I make a reservation?	When traveling domestically to New York City airports (Newark, LaGuardia, or JFK) it is recommended that you do not pre-book ground transportation to prevent incurring wait time charges, especially with delayed flights in the winter months. You should contact ETG when you land as they regularly hold vehicles at all three airports.
Are Meet & Greet services available at the airport?	<ol style="list-style-type: none"> 1. Yes. "Meet & Greet" services are available when being picked up from airports for an additional cost of \$10 plus any additional parking costs. At airport Baggage Claim, a driver will be holding a sign with your name. 2. Standard pickup is curbside at the arrivals area of the terminal. 3. You may want to put your reservation "On Hold" at the time you make it. This inserts the reservation in to the system but does not release a car until you call and say you are ready to be picked up. This allows for time delays caused by gate holds or customs (or should you want to make a phone call before heading to the curb) and minimizes wait time charges.
Changes and Cancellations	
How far ahead should I cancel a reservation if I need to?	Please cancel a reservation as soon as you know you won't be making the trip as cancellation charges may apply if not cancelled early enough. There is no charge for cancellation if you cancel before the car is dispatched.
What if I need to change my reservation?	Changes are accepted any time before the car is dispatched.
Are there No Show charges?	Yes. You will incur a no show charge if your reservation is not cancelled. Please always confirm your cancellation number (if you opted for emails you will receive a cancellation email).
How is a No Show charge calculated?	Within the five boroughs, you will be charged \$21 or total wait time, whichever is greater; outside Manhattan, the base rate of the trip. No shows at airports may also include "Meet & Greet" and parking charges where applicable.
Payment	
How do I pay for the ride?	<p>If you have a BNY Mellon corporate credit card issued under the U.S. program, the ride will be billed directly to this card and ETG will automatically have your card information on file. This is for accounts 101CC for BNYMellon travelers and 20443CC for Pershing Travelers.</p> <p>If you do not have a BNY Mellon-issued corporate credit card, please provide your 7 digit Management Unit (Cost Code) at the time of booking. This is for accounts 101V for BNYMellon travelers and 20443V for Pershing Travelers.</p>

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Can the Call Center provide a cost estimate for the trip?	Yes
Do I need a receipt?	Yes, an emailed receipt will be sent to you after the trip is complete. Drivers do not have receipts.
Should I tip the driver?	Per BNY Mellon policy there is no tipping required.
How do I dispute a charge or report a customer service issue?	<p>If it is an immediate issue, such as a problem with a trip or you can't find your driver, please call 1-888-208-1802.</p> <p>If it is a general question, billing concern or should you need a copy of a receipt, please call (718)438-1100 and ask for Customer Service or email customerservice@executivecharge.com</p>
Additional Support	
Sample base rates	<p>BNYM – Sample Black Car rates from Manhattan to:</p> <p>LGA \$ 45.00 JFK \$ 65.00 EWR \$ 67.00</p> <p>Pershing – Newport book rates from Jersey City to:</p> <p>LGA \$ 84.00 JFK \$ 84.00 EWR \$ 46.00</p> <p>This rate does not include taxes, tolls and any waiting time.</p>
Wait Time Policies	Waiting time is charged at \$42 per hour or .70 per minute (N.Y. One/ Bell) and \$48 per hour or .80 per minute (Blue Line). You will be extended a 15-minute grace period for all calls before any waiting time charges are accrued. Any waiting time charged must be initialed by the passenger upon pickup in order to be paid. The maximum waiting time allowed will be ½ hour unless the passenger instructs the driver otherwise.
What if I don't feel comfortable with a driver?	ETG's primary responsibility is to provide you with safe and efficient transportation. If it is an immediate need, please call 1-888-208-1802 and they will assist you immediately. Also, please contact our travel department (412-234-2294 or 412-236-0795) so that we are aware of and may assist with any situation.