# AFFILIATE WEBSITE

Some of the benefits of having access to the EmpireCLS Affiliate Website:
- View the details and confirm Open Trips as soon as they are booked in our system
- Notified of changes, updates or cancellations made to a reservation
- Ability to document any Incidents or Issues for a reservation
- Posting of charges can be done immediately after the reservation is completed
- You will be paid quicker since we can bill our clients quicker
- Storing up to date and accurate records of reservations and rates in the system
- Cost Savings on paper, postage, and time as you will no longer need to mail or e-mail invoices to us

To utilize simply log on to WWW.EMPIRECLS.COM

Click the button on the left hand side to access the MENU and then select LOGIN
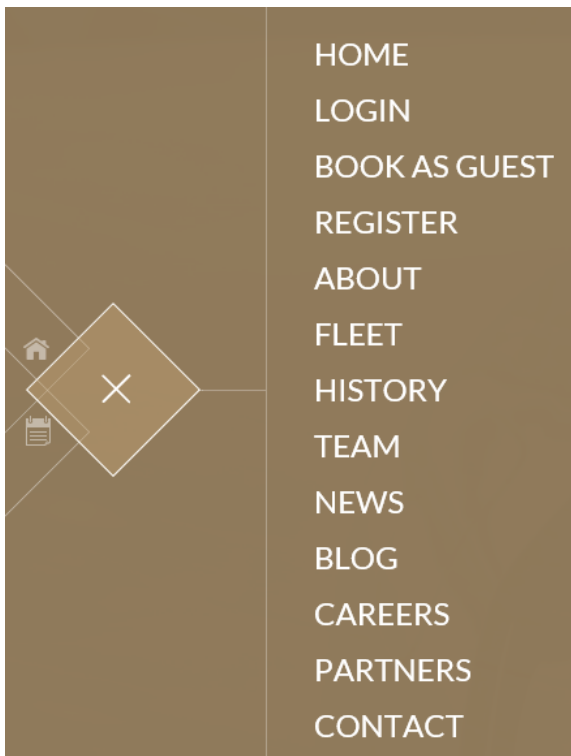
The Log-In information for your account is as follows

Driver # _____

Username _____

Password _____

LOGIN

Welcome to the EmpireCLS Worldwide Chauffeured Services web destination, specifically designed for you. We are happy to have you here! Our secure website gives you the ability to make or modify reservations in real time, lookup rates and airport procedures, update travel profiles, and print or download receipts and reports. With service in over 650 cities worldwide, EmpireCLS is one of the largest chauffeured transportation companies in the world today. We continue to find ways to better serve you and maintain our commitment of delivering exceptional service. So take a tour of our website and learn more about us. We greatly appreciate your business and welcome comments and suggestions. Thank you again for visiting EmpireCLS.com.

Username

Password

☐ Remember me next time.

LOG IN

Forgot password?   Forgot User ID?

REGISTER

Any Questions or Issues please reach out to our Global Network Partners Department or our Web Team
GNP@EmpireCLS.com   or   WebTeam@EmpireCLS.com

CONFIRMING OPEN TRIPS

Affiliates have the ability to confirm or deny reservations on the website.

Click on the Confirm Open Trips tab at the top of the screen

Enter the date range and search accordingly

You have the ability to filter by
- All Trips
- Confirmed Trips
- Not Confirmed Trips

You also have the option to Auto Refresh the page
** If this option is "OFF" be sure to refresh the page often to ensure accuracy and up to date changes**

You must first confirm the trip by clicking on the grey 'C', which will bring them to a new page with Confirmation Details

At the bottom of the next page, the affiliate will fill in the following Confirmation Details:

The trip is now confirmed in the system and a green checkmark will now appear where the 'C' button was.

ADDING CHAUFFEUR INFORMATION

Once trips are confirmed in our system and the Driver is assigned by your Dispatch department you will need to go into the "Confirm Open Trips" section and add the Driver Information to the reservation.

We require all Driver Information be provided to us at least 1 hour prior to the scheduled pick-up time so our Quality Control department can utilize if needed as well as pass the information along to our clients.

On the same screen that you would be confirming trips you will notice a red D next to the confirm check mark.

Trips with the red D require Driver Information to be entered.

Click the red 'D' to bring up a new page with Driver Info

Driver Info must be entered at the bottom of this page:

Now the trip has been confirmed and Driver Info has been entered.

Once entered accordingly the D will change to a check mark and no further action is necessary for the reservation.

An affiliate can update the Confirmation Details by clicking the green checkmark on the left, or update the Driver Information by clicking the green checkmark on the right.

IMPORTANT CHANGES TO A RESERVATION

All reservations are color coded in our system as follows

Canceled	Cancel Confirmed	Changed	Confirmed	Not Confirmed	Important Changes

Cancelled – Trip was cancelled in our system and the cancellation needs to be confirmed by your company

Cancel Confirmed – Once the cancellation is confirmed by your company – No further action needed

Changed – This is to note a reservation has been modified and the changes need to be confirmed by your company

Confirmed – The reservation is confirmed in your system as well as ours

Not Confirmed – Incoming reservation that needs to be reviewed and confirmed by your company

Important Changes – Changes have been made to a reservation that is scheduled for the same day or next day
These changes need to be confirmed ASAP!

There is a separate section at the bottom of the "Confirm Open Trips" section that will notify you in a separate table of these Important Changes that need to be confirmed. These trips will ALSO appear in the top section of confirmations/reservations, however, we have added the separate table to allow you to instantly view the reservations that need to be handled immediately!

When viewing the confirmation any changes to the reservation will be noted in yellow

DOCUMENTING INCIDENTS

Our website gives you the ability to document incidents for a specific reservation, a reason for the incident as well as any additional comments you may have.

Click on the Document Incidents Tab at the top of the screen
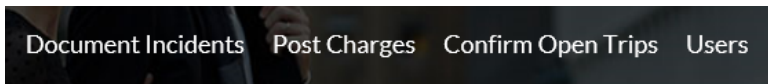
Enter the Date Range or Confirmation # of the reservation in question and press "Search"

The reservations matching your search will be displayed and then select the "DOC" button on the left

Then you will be able to enter the incident information accordingly

- The types of Incidents available include
  - Accident
  - Late Pickup
  - Late Cancel
  - Missed Pickup
  - No Show

Once completed please press the submit button and a member of our Customer Care or Global Network Partners team will reach out to you directly requesting any additional information if required or advising of resolution.
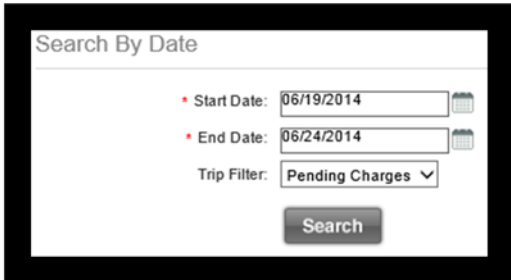
POSTING CHARGES

Our website gives you the ability to post charges for a specific completed reservation

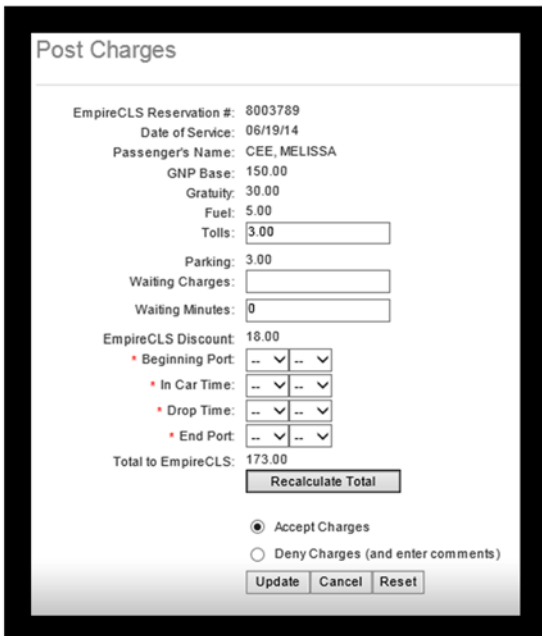Click on the Post Charges tab at the top of the screen
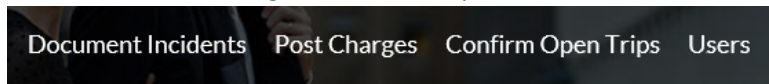
Enter the appropriate date range and click search

The reservations matching your search criteria will be displayed at the bottom of the screen.

To post charges to a particular reservation locate the trip and then select the "POST" button on the left side

You will then be <u>required</u> to add or adjust the following
- Tolls
- Waiting Charges
- Waiting Time
- Beginning and Ending Portal Time
- In-Car and Drop Time

Once entered click the "Recalculate Total" button
This will adjust the Total Bill amount at the bottom

If the rate is not coming up correctly, click "Deny"
A comments box will appear to allow you to explain the issue
Please be sure to be detailed and provide a complete breakdown of the rates that should be billed.
Once you submit, our team will be notified and we will adjust accordingly or reach out to you if needed.

You will have 48 hours to post the charges for the reservation, starting from the pick-up time of the reservation
Once that time has passed the reservation will be closed at the minimum rates we have in the system
Please ensure we always have up to date rate sheets provided to us - **All Updates require 30 Day Notice**
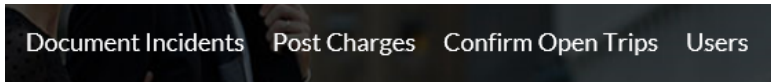****As long as we have your company's current rates in our system, the rates will match accordingly on the website****

Any Questions or Issues please reach out to our Global Network Partners Department or our Web Team
GNP@EmpireCLS.com or WebTeam@EmpireCLS.com

POSTING LATE-CANCEL CHARGES

If a trip is a Billable Late Cancel reservation please follow the following guidelines

Click on the Document Incidents tab at the top of the screen

| Document Incidents | Post Charges | Confirm Open Trips | Users |

Enter the Date Range or Confirmation # of the reservation in question and press "Search"

Document Incidents

Search By Date

* Start Date: 06/19/2014
* End Date: 06/24/2014

Search

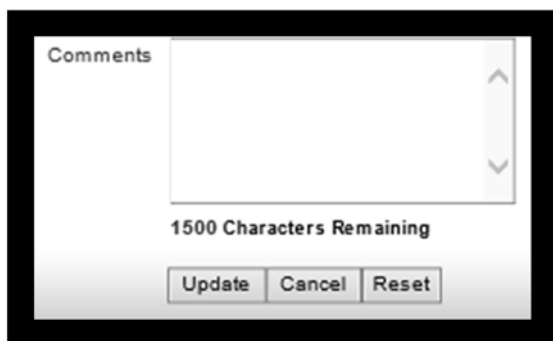Search By Confirmation Number

Confirmation Number:

Search

Change the Type of Incident to Late Cancel, select a reason code for the incident, and document notes as needed in the comments section. Once you have completed the incident form you will click submit. This incident will then be submitted to our Customer Care team to research.

After the incident is submitted you will need to click on the Post Charges tab at the top of the screen

| Document Incidents | Post Charges | Confirm Open Trips | Users |
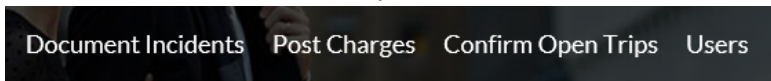
Locate the reservation and click the "Post" button on the left hand side

Conf #	Trip Date	Trip Time	Vehicle	Passenger	GNP Trip Number
Post 7996803	06/19/14	05:30	S	SIMON, JAMES ALAN	46331
Post 7998082	06/19/14	08:30	S	DILORENZO, DINA	47159
Post 7973192	06/19/14	16:32	S	BARBIERI, FRANK A	45126

Comments

1500 Characters Remaining

Update   Cancel   Reset

A comments box will appear to allow you to explain the incident

Please be sure to be detailed and provide a complete breakdown of the rates and times that should be billed for this Late Cancel

Once you submit, our team will be notified and we will adjust the reservation accordingly or reach out to you if any questions.
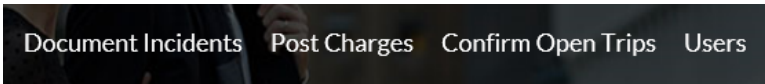
Following these steps will ensure the reservation is billed and paid accordingly

Any Questions or Issues please reach out to our Global Network Partners Department or our Web Team
GNP@EmpireCLS.com or WebTeam@EmpireCLS.com

USER MAINTENANCE

Each Affiliate has the ability to have multiple User ID's for the same account. A designated Admin will have access that allows you to set-up New User ID's, delete Existing Users as well as Edit/Update User Passwords.

To access click on the Users tab at the top of the screen

ADD NEW USER

Click the Add User button at the bottom
Enter the following info
- *Web User (UserID) – Limited to 9 characters*
- *Password*
- *Display Name (Company - Name)*

Click "Add" to complete the Set-Up
The "Web User" & "Password" are Case Sensitive

EDIT EXISTING USER

Click the Edit User button at the bottom
Update the information as needed

Click "Update" to complete the Set-Up
The "Web User" cannot be modified once created

DELETE EXISTING USER

Select the User ID and click the Delete User button at the bottom.
Once the screen loads simply click "Yes" to confirm

Any Questions or Issues please reach out to our Global Network Partners Department or our Web Team
GNP@EmpireCLS.com   or   WebTeam@EmpireCLS.com

IMPORTANT NOTES

The "Web User" & "Password" are <u>Case Sensitive</u>

You will have 48 hours to post the charges for the reservation, starting from the pick-up time of the reservation
- Once that time has passed the reservation will be closed at the minimum rates we have in the system
- Please ensure we always have up to date rate sheets provided to us - All Updates require 30 Day Notice
- As long as we have your company's current rates in our system, the rates will match on the website

** If Auto-Refresh option is "OFF" be sure to refresh the page often to ensure accuracy and up-to-date changes**

** We require all Driver Information be provided to us at least 1 hour prior to the scheduled pick-up time so our Quality Control department can utilize if needed as well as pass the information along to our clients**

The designated Admin is responsible for all updates and changes to the User Maintenance section

Monitoring this website often throughout the day is crucial to maintain accuracy

Contact Info
Global Network Partners Department

Toll Free # 1-800-451-5466 Ext 3954
GNP Accounting Department - GNP@EmpireCLS.com
GNP Operations Department – Global@EmpireCLS.com