

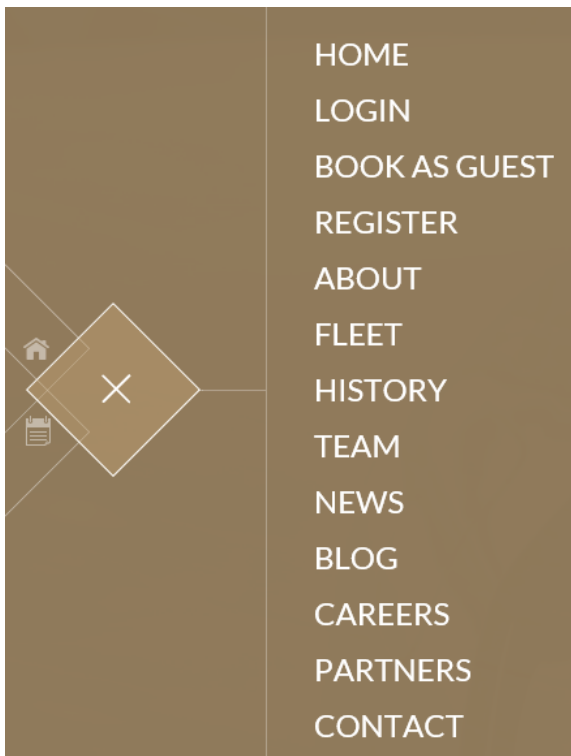
AFFILIATE WEBSITE

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 _____

EmpireCLS
WORLDWIDE CHAUFFEUR SERVICES

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

Document Incidents Post Charges Confirm Open Trips Users

Enter the date range and search accordingly

Confirm Open Trips

Search By Date

Start Date: 06/24/2014

End Date: 06/25/2014

Trip Filter: All Trips

Auto Refresh: Off

Search

Last Updated: 2:38 PM

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

Conf #	Trip Date	Trip Time	Vehicle	Passenger	VIP Status	Pickup	Drop-Off	Trip Status
  8013261	06/24/14	14:00	S	CLARK, CHRISTOPHER	10V	PBI	ORLANDO, FL	Not Confirmed

Canceled Cancel Confirmed Changed Confirmed Not Confirmed Important Changes

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

Confirmation Section

Web User:

Confirmation #:

Special Notes:

1500 Characters Remaining

Update Reset Print Cancel

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.

Conf #	Trip Date	Trip Time	Vehicle	Passenger	VIP Status	Pickup	Drop-Off	Trip Status
✓ D 8008378	02/25/14	12:00	S	TESTM TEST		ORD	CHICAGO, IL	Confirmed

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

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

Driver Information

*
* Chauffeur Name:

* Chauffeur Contact #:

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.

✓ ✓ 8085164	08/14/14
✓ ✓ 8096226	08/14/14
✓ D 8069745	08/14/14
✓ D 8096001	08/14/14

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



- 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!

Confirm Open Trips

Search By Date

Start Date:
 End Date:
 Trip Filter:
 Auto Refresh:
 Last Updated: 10:51 AM

Any reservations matching your search criteria will be displayed below.

Conf #	Trip Date	Trip Time	Vehicle	Passenger	VIP Status	Pickup	Drop-Off	Trip Status
C 6009200	08/23/14	10:00	S	HOPE, MATTHEW	10V	ORD	CHI-ADD. #	Changed

Cancelled
Cancel Confirmed
Changed
Confirmed
Not Confirmed
Important Changes

Changed Trips

confirm	Confirmation ID	Old Date	New Date	Passenger Name	Pickup Location
<input type="checkbox"/>	6009200	08/22/14	08/23/14	HOPE, MATTHEW	ORD->CHICAGO

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

Trip Status

Status: Changed

Charge Status: Pending Charges

Affiliate Confirmation Number: 123

Passenger Name: HOPE, MATTHEW

Passenger Contact Number: 551-444-6544

Corporation Name: VS023024

VIP Status: 10V

Pickup Information

Pickup Date & Time: 08/23/2014 16:00

Vehicle Type: Cadillac XTS

Number of Passengers: 1

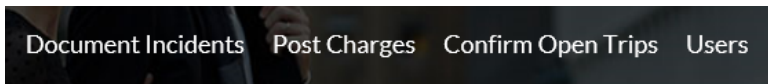
Pickup Sign: HOPE

Pickup Location: CHICAGO O'HARE A/P (ORD)
 American Airlines (AA)
 Flight/Train #: 123
 Origin City: NEWARK

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

Conf #	Trip Date	Trip Time	Vehicle	Passenger	VIP Status	Pickup	Drop-Off	Trip Status
Doc 7996803	06/19/14	05:30	S	SIMON, JAMES ALAN		WEST PALM BEACH, FL	PBI	Confirmed
Doc 7998082	06/19/14	08:30	S	DIORENZO, DINA	10V	PALM BEACH, FL	MIAMI BEACH, FL	Changed
Doc 7973192	06/19/14	16:32	S	BARBIERI, FRANK A		PBI	DEL REY BEACH, FL	Confirmed



Then you will be able to enter the incident information accordingly

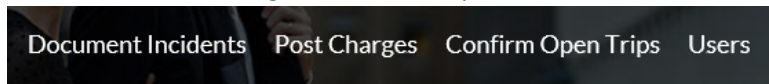
- o The types of Incidents available include
 - Accident
 - Late Pickup
 - Late Cancel
 - Missed Pickup
 - No Show

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.

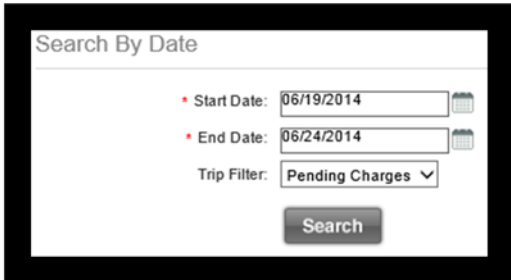
POSTING CHARGES

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



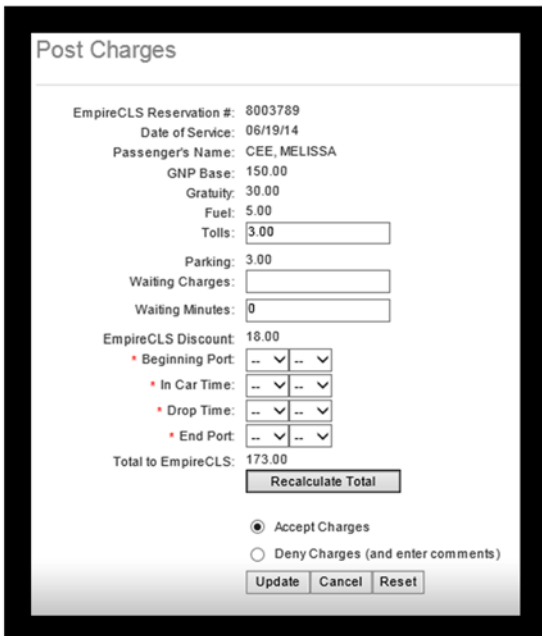
Enter the appropriate date range and click search

A search form titled 'Search By Date'. It contains three input fields: 'Start Date' with the value '06/19/2014', 'End Date' with the value '06/24/2014', and 'Trip Filter' with a dropdown menu set to 'Pending Charges'. A 'Search' button is located at the bottom.

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

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	DIORENZO, DINA	47159
Post 7973192	06/19/14	16:32	S	BARBIERI, FRANK A	45126

A form titled 'Post Charges' for reservation 8003789. It lists various charges: EmpireCLS Reservation #: 8003789, Date of Service: 06/19/14, Passenger's Name: CEE, MELISSA, GNP Base: 150.00, Gratuity: 30.00, Fuel: 5.00, Tolls: 3.00, Parking: 3.00, Waiting Charges: (empty), Waiting Minutes: 0, EmpireCLS Discount: 18.00. There are dropdown menus for 'Beginning Port', 'In Car Time', 'Drop Time', and 'End Port'. The 'Total to EmpireCLS' is 173.00. At the bottom, there is a 'Recalculate Total' button, radio buttons for 'Accept Charges' (selected) and 'Deny Charges (and enter comments)', and 'Update', 'Cancel', and 'Reset' buttons.

You will then be required 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****

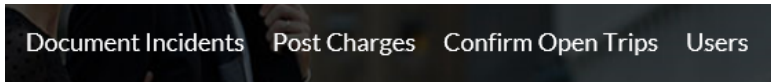
Any Questions or Issues please reach out to our Global Network Partners Department or our Web Team

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

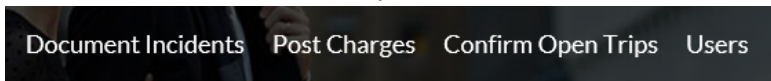


Enter the Date Range or Confirmation # of the reservation in question and press "Search"



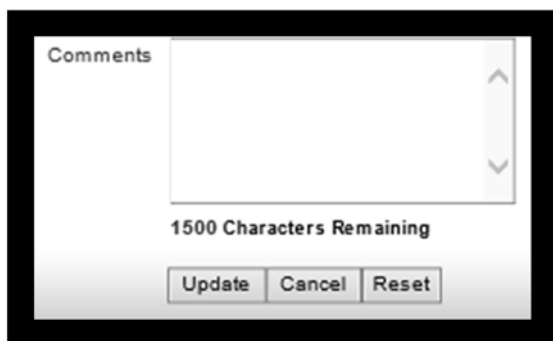
Change the Type of Incident to Late Cancel, select a reason code for the incident, and document notes as needed in the comments section. Once you have completed the incident form you will click submit. This incident will then be submitted to our Customer Care team to research.

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



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	DIORENZO, DINA	47159
Post 7973192	06/19/14	16:32	S	BARBIERI, FRANK A	45126



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.

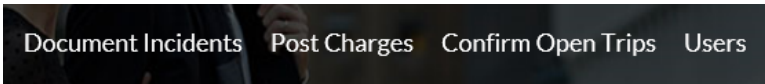
Following these steps will ensure the reservation is billed and paid accordingly

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



Select	Display Name	UserId	Password
<input checked="" type="radio"/>	AR Department	AR_Dept	Password1
<input type="radio"/>	EmpireCLS - Joe S	JoeSchmoe	Password1
<input type="radio"/>	EmpireCLS - John Doe	JohnDoe	Password1
<input type="radio"/>	Rez Department	RezDept	Password1
<input type="radio"/>	EmpireCLS - Tom P	TomPasque	Password1
<input type="radio"/>	TEST LOGIN	admin12	empirecls 1
<input type="radio"/>	AFFILIATE TEST	testaff	TEST123

ADD NEW USER

User Maintenance

• Web User:

• Password:

• DisplayName:

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

User Maintenance

• Web User:

• Password:

• DisplayName:

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

Delete User

Are you sure you want to delete user ECLS TESTING?

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 Case Sensitive****

****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