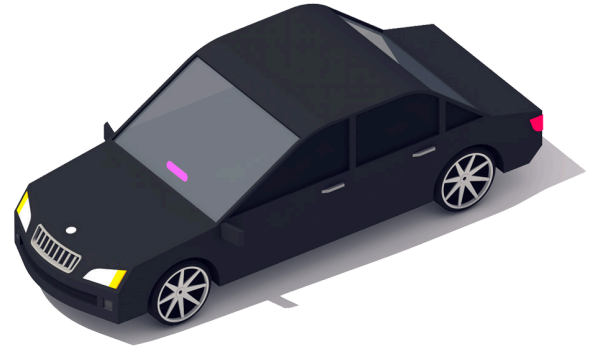**lyft business**

CONCIERGE BRANCHES FAQ

Introducing branches for Lyft Concierge.

Spin up multiple Concierge branches and make it even easier to manage transportation for your people.

Create multiple branches of Lyft Concierge, each with its own separate agents, settings, billing and reporting.

Invite agents to branches, organized by location, department, or cost center.

View ride details, access ride reports and manage payment settings for each branch within Concierge.

Make each branch easy to distinguish with a custom color icon and a unique name.

Reach out to our friendly support team at business-support@lyft.com

What's new?

|	
Credit card payment	**YES**
Offline billing	**YES**
Email invite	**YES**
Group people	**NEW!**
Reports by group	**NEW!**
Multiple payment methods	**COMING SOON!**
Tiered admin access	**COMING SOON!**

Getting started is easy

STEP 1

Log in to your Lyft Business Portal and navigate to "Concierge".

STEP 2

Click "Branches" to see a list of all your organization's branches. If you already use Concierge, you'll see your main branch in the list.

STEP 3

To add a new branch, follow the set-up steps to get started. Add a payment method, invite your agents and you're ready to go!

Reach out to our friendly support team at business-support@lyft.com
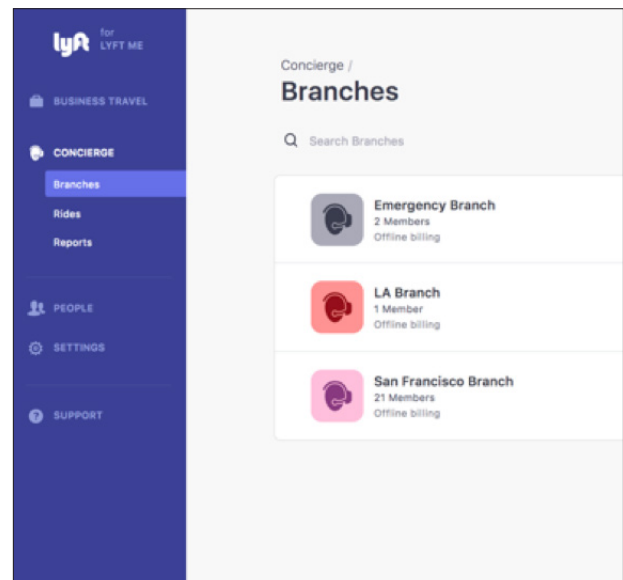
Concierge Branches FAQ

HOW DO I ACCESS CONCIERGE FROM LYFT BUSINESS PORTAL TO REQUEST RIDES?

You can request rides by navigating to the Concierge tab, clicking on a branch and then clicking 'Dispatch rides'. This will open up the Concierge tool for that branch.

HOW DO I ADD PEOPLE (AGENTS) SO THAT THEY CAN REQUEST CONCIERGE RIDES?

Give your people access to request rides by adding agents under branches. First, click into a branch under Concierge. Then, click 'PEOPLE + '. Add the email addresses of your agents and invite them to join the branch. Agents will only be able to access the Concierge tool, while Admins will have access to the Lyft Business Portal.

- **How to add agents to a new branch:** Click into Concierge Branches → +Branches → Add Branch Details → Invite users

- **How to add agents to an existing branch:** Click into a branch → PEOPLE+ at the top right hand corner of the screen → Invite people by pasting email addresses or uploading a .csv. Each invited user will receive an invitation to access Concierge for each branch they've been invited to. Click into each user to manage access permissions.

- **How to give agents admin access to Lyft Business Portal:** Click on the People tab → search and browse all users → click into each user to manage access

WHERE CAN I FIND RIDE REPORTS FOR CONCIERGE?

You can access reports under the Concierge reports tab. Reports are shown by branch, so make sure to select the branch you're looking for in the drop-down filter.

WHERE CAN I FIND RIDE REPORTS FOR MY PAST CONCIERGE RIDES, BEFORE BRANCHES WAS INTRODUCED?

All of your past ride reports completed before branches were introduced will be under the "Concierge (historical)" filter. To find the reports you need, please use the drop-down filter.

WILL I BE BILLED SEPARATELY FOR EACH BRANCH?

Yes, each branch will be billed separately. If you are set up for offline billing, you'll receive an invoice for each active Branch.

HOW DO MY AGENTS ACCESS CONCIERGE?

Your agents can still access Concierge a they normally do. To do that, they can navigate to http://lyft.com/dispatch/login and log in with their email address.

WILL THIS CHANGE HOW AGENTS REQUEST NEW RIDES VIA CONCIERGE?

Nope, there are no changes to the Concierge tool. Your agents' experience will not be affected by this update. Admins can choose custom settings for each branch like making the 'internal note' mandatory. Based on settings you choose, you may have more control over the way rides are requested.

Reach out to our friendly support team at business-support@lyft.com
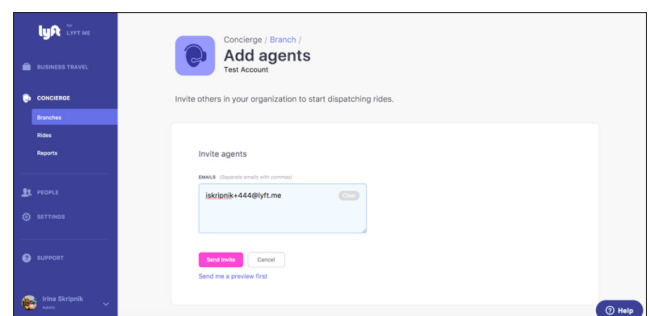
GETTING STARTED WITH AUTO PAY

Introducing Auto Pay for Business Profiles.
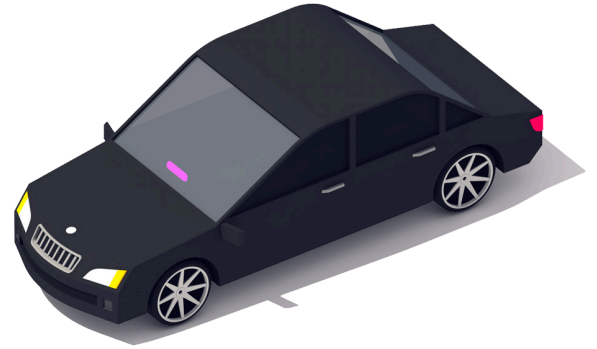
Relieve your employees from the hassle of manual expensing and save their valuable time with Auto Pay.

WHAT'S AUTO PAY?

Auto Pay gives your employees the ability to charge their business rides directly to the organization's account.

WHAT'S NEW?

Organization admins can now group their employees based on departments, projects, roles etc.

To set up an Auto Pay account, admins give each account a unique name, icon and can invite people to start using Lyft for business rides.

All members will have access to the Auto Pay as a payment option in their Lyft mobile app when requesting a ride in Business Profile mode.

All rides with Auto Pay enabled will be charged to the organization's payment method provided within Lyft Business Portal.

Reach out to our friendly support team at business-support@lyft.com

lyft business

What's new?

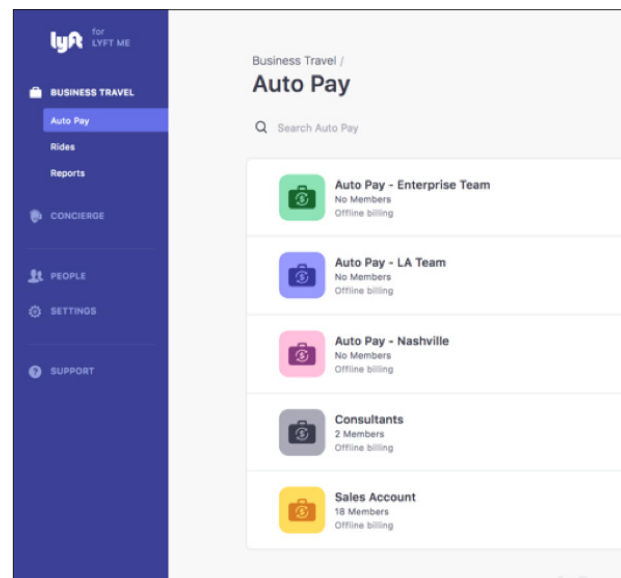|	Auto Pay
Credit card payment	**YES**
Offline billing	**YES**
Email invite	**YES**
Group people	**YES**
Reports by group	**YES**
Multiple payment methods	**COMING SOON!**
Tiered admin access	**COMING SOON!**

Getting started is easy

STEP 1

Log in to your Lyft Business Portal account and navigate to "Business Profiles".

STEP 2

Click Auto Pay and follow the set-up steps. If you previously used direct billing, you'll see your main account already in the list.

STEP 3

To add a new Auto Pay account, follow the set-up steps to get started. Add a payment method, invite your agents and you're ready to go!

Reach out to our friendly support team at business-support@lyft.com

Auto Pay FAQ

WHAT WILL CHANGE FOR MY PEOPLE WHO HAD ACCESS TO DIRECT BILLING EARLIER?

All your people who had access to Direct Billing before will be added as members to a newly created Auto Pay account named "<Company name> - Auto Pay". Your people will now see this as a payment option within their Lyft app and pay for their business rides with it.

HOW DO I ADD USERS FOR EACH AUTO PAY ACCOUNT?

Manage users and their permissions for each Auto Pay account by clicking into Auto Pay under Business Profiles.

- **Adding users to a new Auto Pay account:** Business Travel Auto Pay → +Auto Pay → Invite users

- **Adding users to an existing Auto Pay account:** Click into an Auto Pay account → +PEOPLE at the top right hand corner of the screen → Invite people by pasting email addresses or uploading a .csv. Each invited user will receive an invitation to access Concierge for each Branch they've been invited to.

HOW DO I GIVE LYFT BUSINESS PORTAL ADMIN ACCESS TO MY TEAM MEMBERS?

Click on the People tab → search for or browse from your users → click into each user to manage access.

HOW DO I REMOVE USERS FROM HAVING AUTO PAY ACCESS?

Navigate to the Auto Pay account, search for or find the person you want to remove. Then, click on their name to open up access permissions and remove their access.

WHERE CAN I ACCESS REPORTS FOR EACH AUTO PAY ACCOUNT?

You can access a report for each Auto Pay account under "Reports" and by selecting an Auto Pay account from the drop-down filter. All past direct billing reports not associated with a new Auto Pay account will be under filter.

WILL I BE BILLED SEPARATELY FOR EACH AUTO PAY ACCOUNT?

All rides are paid via the payment method associated to the branch. If you are set up for offline billing, you'll receive a single invoice for all your active branches. Please contact us if you have any special billing/invoicing needs.

HOW CAN I RECEIVE AUTOMATED REPORTS?

You can have reports emailed to you automatically. To set this up, choose an Auto Pay account and under"advanced settings", you can add your email