



SNOW COUNTRY LIMOUSINE, INC

Guest Relation Agent, Training Manual

Abstract

The purpose of this training manual is to outline the process and procedures of the duties assigned to guest relation agents and managers.

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Introduction

Snow Country Limousine, is the leading and highly sought transportation company in the Greater Salt Lake City area of Utah. Our approach to providing excellent customer service is outlined in this manual to provide world class transportation to our clients.

This training manual is prepared by Snow Country Limousine, for the use of onboarding Guest Relations Agents, to assist in the onboarding process. The construct of this manual and its use, serves as a basic reference to support the introductory concepts within the Snow Country Limousine office. Each training component is outlined with easily identifiable headings that align with the office tasks and operations.

Note, the concept of this manual was prepared specifically for Snow Country Limousine, therefore may contain proprietary information.



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I. Guest Relation Agent Responsibilities

Guest Relations Agent's responsibilities include but are not limited to:

- Answering client inquiries promptly via phone calls and email.
- Creating reservations detailing guest information, coordinating with guests, hotel staff, drivers, and other affiliates their designated transportation locations, flight details, assigned rides.
- Ensure drivers including, SUV, Van, Mini Coach Bus, Coach Bus drivers offer stellar customer service and provide memorable experiences for our guests.

Duties & Job functions

- Provide upscale guest service experiences for clients throughout the interaction
- Ensure clients are properly greeted via phone/email
- Monitor daily bookings and ensure all guest information and details are accurate prior to arrival
- Direct communication with clients, hotel staff, drivers, and affiliate drivers.
- Create reservations and input client information including flight details, contact information, pick-up and drop off times/locations, passenger count, special notes, and financial data and transactions.
- Promptly address guests' requests including child seats, booster, forward facing, and rear facing
- Actively listen to and resolve complaints
- Ensure special guests, like disabled people, elderly, children and VIPs, receive personalized services and notes
- Coordinate and manage communication between guests and staff and follow up to ensure we resolve customer concerns
- Inform clients of our transportation services, including vehicle types, airport meet & greet/will call, as-directed/hourly, corporate groups, weddings, events, private transportation.
- Produce daily guest confirmations emails, hotel sales and transportation reports.
- Recommend local tourist spots, including places to dine, shop and sight-see Establish friendly relationships with hotel partners, staff, and regular clients



II. Schedule and Shifts

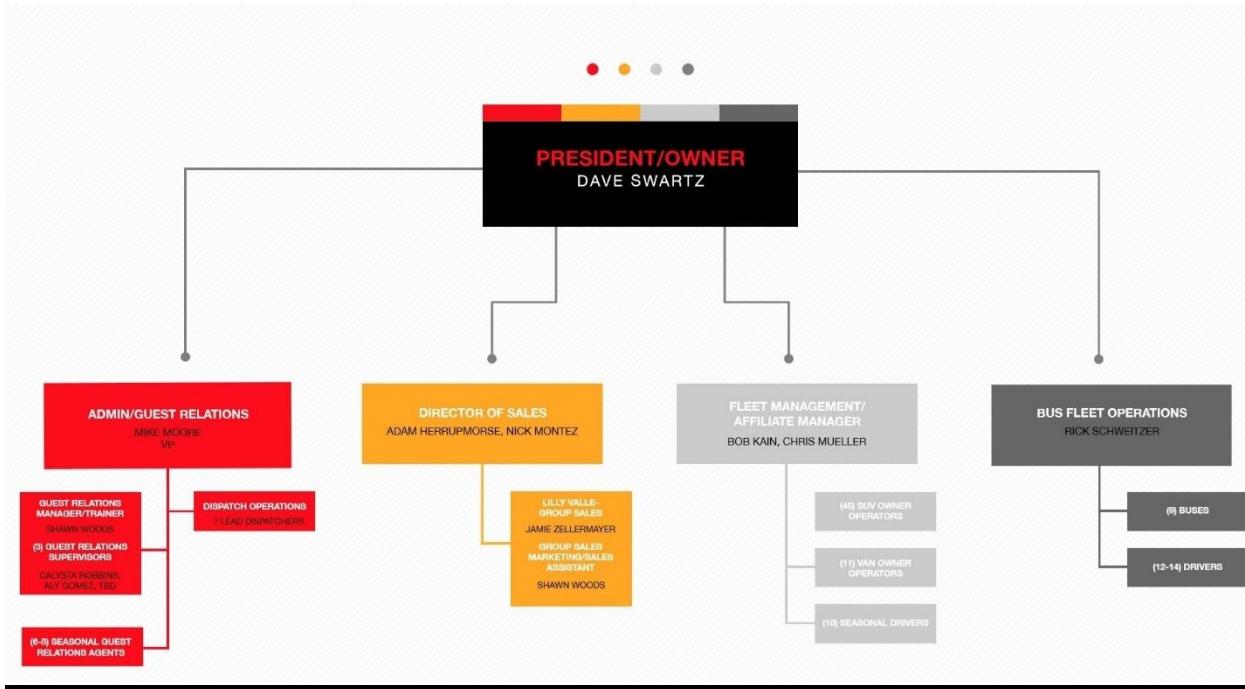
All employee shifts are accessible and can be viewed via **WhenIWork.com**. Shift schedules, availability, and time-off request can be created via this portal. Shift schedules are typically posted two-weeks in advance. This may vary during high volume times. Should this occur, please notify the manager or supervisors **of all** changes regarding your availability.

The time keeping system will automatically clock you in/out based on your schedule. There is a **15 min grace period** to arrive for the shift, anything thereafter will be adjusted by 15 mins.



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Operation Flow Chart





III. Vehicle Types

SUV

- 45 owner operators
- 10 seasonal rental drivers (January-April)
- Black exterior & Black interior
- 2018 model or newer Chevy Suburban, Ford Expedition, Yukon XL
- 4x4 drive
- Seats 6 passengers (summer), 5 passengers (winter, skis & luggage)

High Roof Transit Van

- 11 Vans
- Seasonal rentals drivers (January-April)
- Black exterior & Black interior
- 2016 model or newer Ford Transit Van (rear seat), Mercedes Sprinter
- 4x2 drive (chains in winter)
- Seats 14 passengers (Summer rear bench seat), 10 (Winter, skis & luggage)

Mini Coach Bus

- 5 Minis
- Black exterior & Black interior
- 2014 model or newer International & Ford
- Seats 28 passengers

Coach Bus

- 4 Coach Busses
- Black exterior & Black interior
- 2017 model or newer Freightliner
- 50 passengers (no luggage), 42 passenger (luggage)



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IV. Services

Airport Services

Meet & Greet- Assigned driver will arrive 15 mins before guest arrival/pick-up time. Driver will contact guests via text to inform of location in terminal. Park vehicle in the airport garage. Retrieve a baggage cart. Display guest/group name on a visible electronic pad and wait for guests arriving after the security checkpoint. After meeting guests, the driver will escort the guest to the baggage claim retrieve guest baggage, escort the guest to the vehicle load vehicle and depart to drop off location.

Will Call- the Assigned drive will arrive 15 mins before guest arrival/pick-up time. The driver will contact the guest via text to inform of arrival. The driver will then stage a vehicle near terminal awaiting the guest or group to arrive. After guest retrieves luggage and notifies driver the driver will pull to requested door or terminal to pick up guest curbside at the airport

Private Airport Services

FBO(*fixed based operator*)- Assigned driver will track flight via tail number 15 mins before guest arrival/pickup. The driver will proceed to gate of FBO and present security guard tail number of aircraft. After verification the driver will proceed through gate and stage until flight arrival. After arrival of private aircraft driver will be directed to pull alongside aircraft. The driver will greet guest, load, luggage and proceed to drop off location. ***Guest Relations Agents should retrieve tail number at the time of reservation creation. Without tail number drivers cannot track flight or pick up passengers.***

Private Transportation

As Directed (hourly)- *minimum 3 hours for SUV and Vans, minimum of 4 hours Mini Coaches (coach bus varies, refer to a manager).* The driver will stage 15 mins before arrival. Text the guest, group coordinator, or check in with *greeter* to inform of the stage. The driver will take the guest to designated locations and wait for the guest to complete the plans. The driver will either move on to the next



location or take back to the pickup location. Ultimately drivers will accommodate guests until no longer needed.

Types of As Directed Private transportation

- Dinner
- Group Events
- Corporate Event/dinner
- Weddings

Corporate & Large Group Airport Transportation

Greeter- All groups of over 14 people are recommended a greeter. Our Mini Coach & Coach Bus Fleet requires a greeter upon arrival due to the inability to park at the airport. The greeter will meet groups and escort to the mini-coach or coach bus after luggage retrieval.

Note: Corporate and large groups may often have multiple vehicles, drivers, and greeters.

Point-to-point/One way- Driver will text guest/group coordinator/greeter to inform of the stage. After loading guests will depart to the designated drop off location. Released upon drop-off.



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Trusted Transportation Provider for:
(We always say yes to these properties)

Big 6:

- Montage Deer Valley, Montage Deer Valley Residences
- Stein Erickson, Stein Erickson Residences
(The Chateaux)
- St. Regis Deer Valley
- Deer Valley Resort, Grand Lodge, The Lodges at Deer Valley
(Empire Pass, Flagstaff, ArrowLeaf, Shooting Star, The Stag Lodge, Trails End, Signature Collection, Silver Barron)
- Waldorf Astoria
- The Lodge at Blue Sky



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V. Shift Tasks

All Guest Relations Agent's shift are required to perform daily tasks that prepare the staff, hotels, and drivers for upcoming arrivals and departures. These tasks are included with daily operation tasks such as answering inquiries via phone calls and emails and creating reservations.

A.M Shift – (5:00 a.m. – 1:00 p.m. winter) (6:00 a.m. – 2:00 p.m. spring/summer)

(5am-8am) -Check driver status, *status= “Driver is Up/On the Way”*

(7am-1pm) -Verify arrival flight for next day (also browse departure flight casually)

-Send confirmation emails through LA to non-hotel/non-groups guests to confirm transportation for the next day.

Confirm that all information such as pick-up time, pick-up location, drop-location, number of passengers, car seats (if any), service type, vehicle type, and any special notes.

-Once completed change status to “*Sent Transpo Report*” via *Limo Anywhere*

-When guest confirms all information change status to “*Office Confirmed*” via *Limo Anywhere*

(8am-4pm)

Verify arrival flights for next day, casually browse departure flights.

(ALL DAY)-Contact farm-out drivers, 1-hour before the scheduled transportation.

Verify all passenger information (e.g. *Car seats, special notes, etc.*)

(2pm-2:30pm)- Send Transportation Reports to Stein Eriksen Residences, Waldorf Astoria, Resorts West, *Silver Barron WINTER ONLY!*



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P.M. Shift – (2:00 p.m. – 10:00 p.m.) (3:00 p.m. – 11:00 p.m.) (4:00 p.m. – 12:00 p.m.)

(3pm-3:30) - Send our Transportation Reports for next day Montage
(concierge & residences in same email)

(4pm-4:30pm) - Verify and confirm next day transportation for Chateaux and Trails End

(5pm-5:30pm) - Send out Montage Concierge & Residences Sales Report for current day
(in same email)

(530- 6:00pm) - Verify transportation reports are confirmed for next day for St. Regis & Stein ErikSEN Lodge & Residences

- Final Check on non-hotel reservations

(9pm-10pm)- Send Sales Report Stein Eriksen Lodges & Residences, St. Regis, and Waldorf Astoria (*Excel Format*)

(11pm-12am) to call 1 hour - Verify all farm-out drivers for the next day, make list of who before scheduled transfer

(ALL SHIFTS)- Verify all drivers status updates. If driver has not updated status 45 min- 1hr prior to scheduled transportation. Contact via text/zipwhip. If driver does not reply with 15 mins call driver.



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VI. Workspace Email

Workspace email is the office's primary email. This email is used by guests, hotels, and groups to communicate reservation creation, changes, cancellation requests, confirmation email responses, sales reports, and all general inquiries. All office replies and communication are to be sent from the workspace emails.

Login: info@snowcountrylimo.com

Email Operations

- After arrival, open Workspace email via Google Chrome login and inquire with other staff where you can assist.
- Communicate with guests, hotels, drivers, and driver affiliates, and **groups**.
(initial inquiries for groups such as quotes are to be sent directly to groups@snowcountrylimo.com)
- Reply to all inquiries and reservation request to ensure completion
- Sign your name to inform correspondent whom they are speaking to should they have any further request and notifying other staff completion
- Send Sales/Transportation Reports
- Receipts of Sales & Transportation confirmations
- Flag important emails or emails you are unsure of and inform Manager or Supervisors
- Filter through emails and prioritize by urgency (*ex: hotel request for same day, same day changes, etc*)
- Auto Credit Card Receipts



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VII. Office Phone Operations

The office phone is the primary phone system for the office. The phones are used by office staff, guests, hotel guests, and groups to communicate reservations creation, changes, confirmations, cancellations, and all other inquiries.

Office Phone Number: (435) 714-0159

3 phone stations/computers: 100,101,102, 103 (*in dispatch office*)

Phone Operations

- Answer phone inquiries
- Phone will be answered with three rings of initial call
- Place current calls on hold if another line rings

Ex: “Can I place you on a brief hold?”. Press hold and answer flashing button of incoming call

“Thank you for calling Snow Country Limousine, can you please hold?” Press hold and return to original phone call.

- Transfer calls

Ex: “One moment while I transfer you”. Press transfer button, dial designated station “101”. Phone will ring press transfer again and hang up

- Listen to details, create reservations via reservation log/limo anywhere screen.



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VIII. Phone Reservation Script

(Incoming Call)

1. Guest Relations Agent-Greeting

(Time of day)"Good Morning, Good Afternoon, Good Evening...Thank you for calling Snow Country Limousine, (my name is...) How may I assist you"?

Client- "Hi, I'm interested in booking a reservation".

2. Guest Relations Agent- "Absolutely, may I have your first and last name please? (Mr/Mrs/ Last Name), have you used our services before"?

Returning Client (Yes)

- Look up account details
- Proceed from previous account details

New Clients (No)

- What services are you interested in?
- What type of travel? -Hotels, Business, Leisure, etc
- Overview Services -Corporate Events, Weddings, Tours, Airports, Road Shows, Parties, etc.
- Types of Vehicles -SUV (5 passengers) -High Transit (14 passengers) -Mini Coaches (28 passengers) -Coach Buses (50 passengers, 38 if airport)

3. Client- "What are your rates"?

Example: What are your rates from Airport to Montage in SUV?

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Guest Relations Agent: Give rates for requests. (Focus on closing sale)

Closing Cues

- Allow me to book this reservation
- Let's get this reservation booked
- I'd be happy to book this reservation for you and send you a confirmation number
***LAST RESORT-Offer a Promo Rate (With Approval of Supervisor/Manager)

4. Guest Relations Agent- "Mr/Mrs (Last Name) I have you booked for...." - Recall Reservation Details Include Date, Time, Number of Passengers and Total *



-Give Confirmation # -Ask where client would like confirmation sent (Email) -
“Mr/Mrs (Last Name), We do have a 24 hour cancellation policy, if there any
changes please give us a call”

5. Guest Relationships Agent-“Mr/Mrs (Last Name) is there anything else I can
assist you with?”

-Client-....6. Guest Relations Agent- “Mr/Mrs (last name) Thank you for
choosing Snow Country Limousine. Have a great (time of day) or day”.



Zip-Whip Messaging

Zip Whip is a text that enables the interface to allow business landlines to directly communicate with drivers and guests. We use Zip Whip to requests guest information, connect drivers with guests, inform the driver of reservation changes, weather reports, and traffic updates.

Login: *see printout in office*

PW: *see printout in office*



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IX. Limo Anywhere

Limo Anywhere is the software Snow Country Limousine uses for all reservations and reports. You will receive a login during your training. This login is required to create reservations and reports. *Note: DO NOT SHARE with other employees or outside person.*

Company ID: SnowCountryLimo

Login: TBD

PW: TBD



How to Create Reservations

As a Guest Relations Agent, the primary role is to create and manage reservations to ensure overall service and customer satisfaction.

Phone & Email Reservations for Guest (*information needed*)

- Account (if available, if not available, Create account)
 - Billing Contact (person paying for ride)
 - Booked By (if different from passenger or some hotels (Deer Valley Account, booked by Trails End, Silver Barron, Montage Deer Valley Concierge Account-booked by MDV Exclusive Resorts)
 - Passenger First & Last Name
 - Passenger Phone Number & email (emails used to send confirmation emails to)
 - Pick-Up date
 - Pick-up Time
 - Drop off time (only for as-directed/hourly)
 - Spot time (always 15 min prior to pick-up, unless requested otherwise)
 - Pick-Up Location (full address, verify flight)
 - Drop-off Location (full address)
 - Number of Passengers
 - Service Type
 - Vehicle Type
 - Rates (look at rate sheet/apply rate table)
 - Payment info, Credit Card number, expiration date, name on card
 - Special notes, Car seats, etc.
- ***Review ALL reservations
- *******SAVE**
- Send Email Confirmation to Guests



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LIMO ANYWHERE

New Res HELP LOG OUT

MY OFFICE ACCOUNTS QUOTES CALENDAR RESERVNTNS DISPATCH NETWORK SETTLE RECEIVABLES PAYABLES REPORTS MEMOS FILES TOOLS

Grid Map Graph GPS Grid Setup Manage Statuses Link Drivers and Cars Print Use inGrid Controls Trip Count 209

02/07/2020 Include: New/Live In-House Farm-Out Settled Farm-In Quotes Quick Search Within Grid: GO Advanced Search

iGrid	PU Date	Conf#	Driver Status	Name	Passenger Pr Lvl	Company	Booked By	Alias	PU Time	Fit Act Tm	Fit Status	Driver	Car	DA	Affiliate Name	Affi Driver	Affi Driver Ph#	Veh
	02/06/2021	150905	Dropped off			Morgan Stanley (Adam)		snowcoun	06:30 PM			Jacob Pettee	VAN 61(jacob)					HIGH
	02/07/2021	146593	Dropped off			Adams Street Partners Guest Direct Booked		snowcoun	03:00 AM		Landed On-line	Justice Norman	SUV 24(Justice					SUV
	02/07/2021	150766	Dropped off			Adams Street Partners Guest Direct Booked		snowcoun	04:30 AM	06:47 AM	Landed Delayed 17 min	Matt Cannon	SUVR 83 (M. Cannon)					SUV
	02/07/2021	151979	Last Cancel			Adams Street Partners Guest Direct Booked		snowcoun	04:30 AM		Not verified	Tom Slaughter	SUV 31(Tom)					SUV
	02/07/2021	153537	Dropped off			St Regis at Deer Valley Concierge		snowcoun	04:30 AM		Not verified	Johnny Nunez	SUVR 81 (Johnny N)					WCSU
	02/07/2021	153350	Dropped off	NP				snowcoun	04:45 AM		Not verified	Bill Van Drunen	SUV 39(Bills Sr.)					SUV
	02/07/2021	153149	Dropped off	NP									grey)					WCSU
	02/07/2021	146041	Dropped off			Adams Street Partners Guest		snowcoun	05:30 AM		Not verified	Justice	SUV					SUV

Conf# **154067**

Save Payments Copy Round Trip Email/Fax Print Link more

Bill To & Pax **Payment Info**

Account Copy from here

Billing Contact Company Name

Booked By First Booked By Last Name

Booked By Phone Booked By Email

Passenger First Passenger Last Name

Passenger Phone Passenger Email

Alternate Contact Alt. Contact Phone #

PO/Client Ref # Booker IATA

Voucher #

Additional Passengers

Group Name Occasion

PU Date **PU Time** **DO Time**

Spot Time Gar-Out Time Gar-In Time

Driver Should Arrive When your flight ▾

Date/Time: 02/09/2020 11:49 AM
Res. By: Shawn Woods [Log]
Status: **Unassigned**

Duration: Est Drv Time: # of Pax: Luggage:
1 ||| 1 || 0

Handicap: Child Seat Required: Child Seat Count:
No No 0

Additional Child Seats **Total Seats (0)**

Service Type ----- NOT ASSIGNED -----
Vehicle Type ----- NOT ASSIGNED -----
Promo Code ----- NOT ASSIGNED -----

In-House Farm-in Farm-out

eFarm-out: Manually LA Net DA DA Net
eFarm Status: Not Farmed Out
Affiliate: CL
Reference #

Additional Affiliate Information



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Greeting Sign Notes
No routing info stored

Trip Notes **Bill To & Pax Notes**

Primary **Secondary** **Farm-out Costs**

Flat Rate	0.00
Per Hour	1 x 0.00 = 0.00
Per Unit	1 x 0.00 = 0.00
OT/Wait Time	0.00
Extra Stops	1 x 0.00 = 0.00
Std Grat	0 % = 0.00
Extra Grat	0.00
Fuel Surch	0 % = 0.00
STC Surch	0 % = 0.00
Discount	0 % = 0.00
Discount	0.00
Per Mile	0 x 0.00 = 0.00
Per Pass	0 x 0.00 = 0.00
State Tax	0 % = 0.00

Grand Total USD (\$) **0.00**
Payments/Deposits **0.00**
Total Due **0.00**

Primary **Secondary**

Driver

Email Do Not Send

Primary Agent Secondary Agent

Referral Source Arr. By: (?)

ORES Alias Alias

Time Zone

Trip Notes **Bill To & Pax Notes**

Primary **Secondary**

Per Unit	1 x 0.00 = 0.00
OT/Wait Time	0.00
Extra Stops	1 x 0.00 = 0.00
Std Grat	0 % = 0.00
Extra Grat	0.00
Fuel Surch	0 % = 0.00
STC Surch	0 % = 0.00
Discount	0 % = 0.00
Discount	0.00
Per Mile	0 x 0.00 = 0.00
Per Pass	0 x 0.00 = 0.00
State Tax	0 % = 0.00

Grand Total USD (\$) **0.00**
Payments/Deposits **0.00**
Total Due **0.00**

Primary **Secondary**

Driver Car

Rental Agreement: Hotel

SAVE RESERVATION



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Phone & Email Reservations for Properties/Hotels (*information needed*)

(St. Regis Deer Valley, Stein Eriksen Lodges & Residences, Montage Deer Valley & Residences, Waldorf Astoria, The Lodge at Blue Sky)

-Account (*ex: MDV Concierge, Stein Eriksen Lodge Concierge, MDV Residences, Stein Eriksen Residences*) Some hotels have “In house Comp accounts”, the person booking will inform you if this is the case. Otherwise email or phone will be typically be concierge or residences

-Booked by name/phone/email-

(ex: Deer Valley Resort, has multiple properties, account would be “booked by Deer Valley Resorts” “Booked by, Trails End”. Concierges will sometime request their name for booked by to note who booked reservation)

-Passenger Name

-Passenger phone number

-Passenger contact email (**to send/receive confirmation email**)

-PO/Client Reference Number (properties use this for billing to room)

Properties that use PO/Client Reference Number (Montage Deer Valley, Stein Eriksen Lodges & Residences, Deer Valley Resort-Silver Barron, Trails End, Signature Collection, The Lodges at Deer Valley, Stag Lodge), Resort West, Waldorf Astoria Park City)

-Pick-Up date

-Pick-up time

-Pick-up location (verify flight/input full address), include any stops if any

-Drop-off location

-Number of Passengers

-Car seats?

-Service Type

-Vehicle Type

-Rate

-Special Notes or requests

-Review

******SAVE**

-Send Confirmation email to concierge



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MY OFFICE ACCOUNTS QUOTES CALENDAR RESERVNTNS DISPATCH NETWORK SETTLE RECEIVABLES PAYABLES REPORTS MEMOS FILES TOOLS

New Reservations Online & eFarm-in Unfinalized Deleted Reservations New Res Import Res

ATTENTION: This reservation was created but has not been saved. Be sure to save it before leaving this screen.

Conf# 153694

Save Payments Copy Round Trip Email/Fax Print Link more

Bill To & Pax Payment Info

Account 36908 Create New Acct Copy from here

Billing Contact Employee Training Company Name Employee Training SC CL

Booked By First Booked By Last Name

Booked By Phone Booked By Email Enter number

Passenger First Passenger Last Name

Passenger Phone Passenger Email Enter number

Alternate Contact Alt. Contact Phone # Enter number

PO/Client Ref # Booker IATA

PU Date PU Time DO Time

Spot Time Gar-Out Time Gar-In Time

Arrive When your flight ▾

Address Airport Seaport FBO POI

Stored Addresses

Location Description/ Name

Address 1 Address 2

City State/ProvZip/Post Country UT

Date/Time: 02/07/2020 12:31 PM
Res. By: Shawn Woods [Log]
Status: Unassigned

Duration: Est Drv Time: # of Pax: Luggage:
1 1 0

Handicap: Child Seat Required: Child Seat Count:
No No 0

Additional Child Seats Total Seats (0)

Service Type NOT ASSIGNED
Vehicle Type NOT ASSIGNED
Promo Code NOT ASSIGNED

In-House Farm-in Farm-out

eFarm-out: Manually LA Net DA DA Net

Pick-up Drop-off Stop Wait CREATE

Additional Affiliate Information

Apply Rate Table Log Wait Time(s)

Stored Routing Information

No routing info stored

Trip Notes Bill To & Pax Notes

4000

Add to T/S Hide From Customer

Dispatch Notes 1000

SAVE NOTES

Primary Secondary Farm-out Costs

Flat Rate 0.00
Per Hour 1 x 0.00 = 0.00
Per Unit 1 x 0.00 = 0.00
OT/Wait Time 0.00
Extra Stops 1 x 0.00 = 0.00
Std Grat 0 % = 0.00
Extra Grat 0.00
Fuel Surch 0 % = 0.00
STC Surch 0 % = 0.00
Discount 0 % = 0.00
Discount 0.00
Per Mile 0 x 0.00 = 0.00
Per Pass 0 x 0.00 = 0.00
State Tax 0 % = 0.00

**Grand Total USD (\$ 0.00
Payments/Deposits 0.00
Total Due 0.00**

Primary Secondary



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Email Do Not Send

Primary Agent	<input type="text"/> 0.00	% <input type="button" value="▼"/>
Secondary Agent	<input type="text"/> 0.00	% <input type="button" value="▼"/>
Referral Source	Arr. By: <input type="button" value=" (?)"/>	
000	<input type="button" value="▼"/> <input type="button" value="▼"/>	
ORES Alias	Alias	
snowcountrylimo	snowcountrylimo <input type="button" value="▼"/>	
Time Zone	<input type="button" value="▼"/>	

Add to T/S Hide From Customer

Dispatch Notes 1000

Per Unit	1	x 0.00	= 0.00
OT/Wait Time			0.00
Extra Stops	1	x 0.00	= 0.00
Std Grat	0	%	= 0.00
Extra Grat			0.00
Fuel Surch	0	%	= 0.00
STC Surch	0	%	= 0.00
Discount	0	%	= 0.00
Discount			0.00
Per Mile	0	x 0.00	= 0.00
Per Pass	0	x 0.00	= 0.00
State Tax	0	%	= 0.00

Grand Total USD (\$ ▼) 0.00

Payments/Deposits 0.00

Total Due 0.00

<input type="checkbox"/> Primary	<input type="checkbox"/> Secondary
Driver <input type="button" value="▼"/>	
Car <input type="button" value="▼"/>	
Rental Agreement: <input style="border: 1px solid black; padding: 2px;" type="button" value="Hotel"/>	



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Phone & Email Reservations for Groups- *(information needed)*

All groups will have a group account and group rate, 2 types: Master Account- No credit Needed, Master Account/Direct bill credit card will have a group rate

- Account/Group Name/Group Sales Contact
- Billing Contact/Company Name (**same as group name/contact**)
- Passenger Name (first & Last)
- Passenger Phone
- Passenger email (*with groups the email/manifest may sent back directly to group contact*)
- Additional Passenger (*used specifically for groups coming in on different flights around the same time*)
- Pick-up Date
- Pick-up time (*if multiple pickups from airport enter earliest flight first*)
- Pickup location (*if multiple pickups from airport enter all flight details separately*)
- Drop off location
- Number of Passengers
- Vehicle Type
- Service Type
- Rate (**Provided by group sales lead**)
- Special Notes (**greeter contact, group coordinator contact, etc.**)
- ****SAVE



How to create accounts

- Limo Anywhere
- Click Accounts
- Scroll down and select Add New account
- Account Info
 - Enter First, Last name
 - Enter Phone number
 - Enter Email
 - Save
- Click Financial Data
 - In Financial terms
 - Select Pmt Method, Credit Card
 - Select Pmt Terms, Due upon receipt
- Payment Information
 - Input Credit Card #, Exp date, CC type
 - input name on card
- Billing address not needed*
- Save

New Reservations Online & eFarm-in Unfinalized Deleted Reservations New Res Import Res

ATTENTION: This reservation was created but has not been saved. Be sure to save it before leaving this screen.

Conf# <input type="text" value="153688"/>	<input type="button" value="Save"/> <input type="button" value="Payments"/> <input type="button" value="Copy"/> <input type="button" value="Round Trip"/> <input type="button" value="Email/Fax"/> <input type="button" value="Print"/> <input type="button" value="Link"/> <input type="button" value="more"/>																
<table border="1"> <tr> <td colspan="2">Bill To & Pax</td> <td colspan="2">Payment Info</td> </tr> <tr> <td colspan="2"> Account <input type="button" value="Create New Acct"/> Billing Contact <input type="button" value="CL"/> Booked By First <input type="button" value="CL"/> Booked By Last Name <input type="button" value="CL"/> Booked By Phone <input type="button" value="CL"/> Booked By Email <input type="button" value="CL"/> Passenger First <input type="button" value="CL"/> Passenger Last Name <input type="button" value="CL"/> Passenger Phone <input type="button" value="CL"/> Passenger Email <input type="button" value="CL"/> Alternate Contact <input type="button" value="CL"/> Alt. 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By: Shawn Woods [<input type="button" value="Log"/>] Status: Unassigned <input type="button" value="▼"/> Duration: <input type="text"/> Est Drv Time: <input type="text"/> # of Pax: <input type="text"/> Luggage: <input type="text"/> Handicap: <input type="text"/> Child Seat Required: <input type="text"/> Child Seat Count: <input type="text"/> No <input type="button" value="▼"/> No <input type="button" value="▼"/> 0 <input type="button" value="▼"/> Additional Child Seats <input type="button" value="Total Seats (0)"/> </td> </tr> <tr> <td colspan="2"></td> <td colspan="2"> Service Type <input type="button" value="---- NOT ASSIGNED ----"/> Vehicle Type <input type="button" value="---- NOT ASSIGNED ----"/> Promo Code <input type="button" value="---- NOT ASSIGNED ----"/> <input checked="" type="radio"/> In-House <input type="radio"/> Farm-in <input type="radio"/> Farm-out eFarm-out: <input type="radio"/> Manually <input type="radio"/> LA Net <input type="radio"/> DA DA Net eFarm Status: Not Farmed Out <input type="button" value="..."/> <input type="button" value="CL"/> Affiliate: <input type="text"/> Deforona # <input type="text"/> </td> </tr> </table>		Bill To & Pax		Payment Info		Account <input type="button" value="Create New Acct"/> Billing Contact <input type="button" value="CL"/> Booked By First <input type="button" value="CL"/> Booked By Last Name <input type="button" value="CL"/> Booked By Phone <input type="button" value="CL"/> Booked By Email <input type="button" value="CL"/> Passenger First <input type="button" value="CL"/> Passenger Last Name <input type="button" value="CL"/> Passenger Phone <input type="button" value="CL"/> Passenger Email <input type="button" value="CL"/> Alternate Contact <input type="button" value="CL"/> Alt. 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Snow Country Limousine

Edit Reservation

Create New Account

Customer Accounts

Display: Active Accounts All Accounts
Show Types: Any

Search By: Name, Phone, Account#, Show All
Sort By: Account #

Customer Accounts

Account Info **Financial Data** (Red arrow points here)

Account Information

Prefix: First Name: Last Name:
Company Name:

Department: Job Title:

Account Type

Billing Cntct Passngr Booking Contact

Primary Address: Apt/Ste:
City: State/Prov: Zip/Post:

Internal/Private Notes: Preferences/Trip Notes:

Notes for Drivers:

Contact Info

Office Phone: Ext:
Home Phone: Ext:
Cellular Phone 1: Ext:
Cellular Phone 2: Ext:
Cellular Phone 3: Ext:
Fax line 1: Ext:
Fax line 2: Ext:

Account Emails

Con: Exclude from Add automated messages: new

Payment Information

Credit Card #: Exp.Dt. CC Type:
Name On Card:
Billing Address (For AVS): State/Prov: Zip/Post:
Credit Card Notes: RESET

Bill To & Pax

Account: 36894
Billing Contact: Damian Robert
Booked By First:
Booked By Phone: ? Enter number
Passenger First: Damian
Passenger Phone: (505) 433-16
Alternate Contact:
PO/Client Ref #:
Voucher #:
Additional Passengers:
Group Name:

Customer Accounts

Display: Active Accounts All Accounts
Show Types: Any

Search By: Name, Phone, Account#, Show All
Sort By: Account #

Customer Accounts

Account Info **Financial Data**

Payment Information

Credit Card #: Exp.Dt. CC Type:
Name On Card:
Billing Address (For AVS): State/Prov: Zip/Post:
Credit Card Notes: RESET

Bill To & Pax

Account: 36894
Billing Contact: Damian Robert
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Passenger First: Damian
Passenger Phone: (505) 433-16
Alternate Contact:
PO/Client Ref #:
Voucher #:
Additional Passengers:
Group Name:



Snow Country Limousine

The screenshot shows a software application window for managing customer accounts. On the left, there's a sidebar with various input fields and dropdown menus for 'Bill To & Pax', 'Customer Accounts', and other travel details. The main area contains sections for 'Primary Address', 'City', 'State/Prov', 'Zip/Post', and 'Notes for Drivers'. There are also sections for 'Account Settings' (Priority: NORMAL, Status: ACTIVE, Web Access: ALLOW) and 'Financial Settings' (Pmt Method, Pmt Terms). On the right side, there are more fields for 'Luggage', 'Child Seat Count', and 'Total Seats (0)'. A large red arrow points to the 'SAVE' button located at the bottom right of the main form area.



Snow Country Limousine

Additional Reservation Tools

Roundtrip- Used when guest or hotel would like a return trip

- Return Date and Time
- Service type should “To Airport”
- If car seats were added to original ride you will have to re-add Car seats and Car Seats

*****SAVE

The screenshot shows a software interface for managing reservations. On the left, there's a sidebar with dropdown menus for Email, Primary Agent, Secondary Agent, Referral Source (set to 000), and Time Zone. Below these are fields for ORES Alias (snowcountrylimo) and Alias (also set to snowcountrylimo). In the center, there's a 'Dispatch Notes' section with a value of 1000. To the right, there are several tables for calculating costs: Per Unit, OT/Wait Time, Extra Stops, Std Grat, Extra Grat, Fuel Surch, STC Surch, Discount, Per Mile, Per Pass, and State Tax. At the bottom, there are sections for Grand Total (USD \$ 0.00), Payments/Deposits (0.00), and Total Due (0.00). Below these are fields for Primary and Secondary drivers and cars. A large red arrow points to the 'SAVE RESERVATION' button at the bottom right.

The screenshot shows the LIMO ANYWHERE software interface. The top navigation bar includes links for Rate, New Res, Find, Help, and Log Out. Below the menu is a toolbar with icons for MY OFFICE, ACCOUNTS, QUOTES, CALENDAR, RESERVNS, DISPATCH, NETWORK, SETTLE, RECEIVABLES, PAYABLES, REPORTS, MEMOS, FILES, and TOOLS. The main workspace shows tabs for New Reservations, Online & eFarm-in, Unfinalized, Deleted Reservations, New Res, and Import Res. A red arrow points to the 'Round Trip' button in the toolbar. The reservation form below includes fields for Account (36908), Billing Contact (Employee Training), Passenger information (First Name: Joshua, Last Name: Rademacher), and various travel details like PU Date (02/14/2020), PU Time (12:00 PM), DO Time, Spot Time, Gar-Out Time, Gar-In Time, and Driver Should Arrive (When your flight). There are also sections for Address, Airport, Seaport, FBO, POI, and stored addresses. On the right, there are fields for Date/Time, Duration, Handicap, Additional Child Seats, Service Type, Vehicle Type, Promo Code, and eFarm-out options. Buttons for Save, Payment, Round Trip, Email/Fax, Print, Link, and more are also visible in the toolbar.



Snow Country Limousine

Create Round Trip

Trip Summary

Conf#	152281
Pick-up Date:	Sunday, February 09, 2020
Pick-up Time:	09:00 AM
Vehicle Type:	SUV suburban/yukon MEET AND GREET
Trip Duration:	Point-to-Point Transfer [1 hr(s)]
Routing Detail:	PU: SLC1, Southwest Airlines - WN DO: silver star ski lift, Park City UT
Billing Contact:	Damian Roberts
Passenger:	Damian Roberts
Payment Method:	---
Base Charges:	1.00 X \$0.00 = \$0.00
Other Charges:	\$232.80
Total:	\$232.80
Notes/Comments:	
Driver Assigned:	Chris Mueller SUV
Car Assigned:	Chris Mueller (SUV 10(Chris M))
Secondary Driver	

Round Trip Data

Return Date	02/09/2020
Pick-up Time	09:00 AM

Confirmation & Notification Options

Send Email Confirmation(s)

Link Trips

Link return trip with original trip

Affiliate Info

Copy Affiliate Rate Data

CREATE ROUND TRIP

Booked By Phone **Booked By Email**

Passenger First	Passenger Last Name
Damian	Roberts
Passenger Phone	Passenger Email
(505) 433-1634	droberts69@gmail.com
Alternate Contact	Alt. Contact Phone #
PO/Client Ref #	Booker IATA
Voucher #	
Additional Passengers	
Group Name	Occasion
Greeting Sign	Greeting Sign Notes

Address **Airport** **Seaport** **FBO** **POI**

Stored Addresses

Location Description/ Name

Address 1 Address 2

City State/ProvZip/Post Country

Notes Phone Number

Time In

Pick-up Drop-off Stop Wait

CREATE

Additional Child Seats

Total Seats

Service Type To Airport

Vehicle Type SUV suburban/yukon MEET AND GREET

Promo Code ----- NOT ASSIGNED -----

In-House Farm-in Farm-out

eFarm-out: Manually LA Net DA Net

eFarm Status: Not Farmed Out

Affiliate:

Reference #

Additional Affiliate Information

Apply Rate Table Log Wait Time(s)

Email **Do Not Send**

Primary Agent	\$0.00	%
Secondary Agent	\$0.00	%
Refund Source	Arr. By GL	
Grid Alias	Altas	
Time Zone	Time Zone	

Add to T/S **Hide From Customer** **SAVE NOTES**

Dispatch Notes **1000** **SAVE NOTES**

Per Unit	1	x	0.00	=	0.00
O/T/Wait Time	0	x	0.00	=	0.00
Extra Stop	1	x	0.00	=	0.00
Ext. Tax	0	x	0.00	=	0.00
Ext. Grat	0	x	0.00	=	0.00
Ext. Surch	0	x	0.00	=	0.00
STC Surch	0	x	0.00	=	0.00
Discount	0	x	0.00	=	0.00
Dimension	0	x	0.00	=	0.00
Mile	0	x	0.00	=	0.00
Per Pass	0	x	0.00	=	0.00
State Tax	0	x	0.00	=	0.00

Grand Total USD (\$ **0.00**) **Payments/Deposits** **Total Due** **0.00**

Primary **Secondary**

Driver
Car
Rental Agreement: Hotel

SAVE RESERVATION



Car Seats

- car seat count should be put in notes with description and count (*ex: 1 FF, 1 booster, 1RF, etc.*)
- car seat count also should be in reservation (See screenshot)

Trip Notes **Bill To & Pax Notes**

PU: SLC Not verified
DO: Montage Deer Valley 9100 Marsac Ave Park City UT 84060

1 ff seat 3991

Add to T/S Hide From Customer SAVE NOTES

Dispatch Notes 1000

SAVE NOTES

Date/Time:	02/06/2020 02:39 PM		
Res. By:	Shawn Woods [log]		
Status:	Assigned		
Duration:	Est Drv Time:	# of Pax:	Luggage:
1	0	1	0
Handicap:	Child Seat Required:	Child Seat Count:	
No →	Yes, forward facing (Todd 1 ←)		
Additional Child Seats		→ Total Seats (1)	
Service Type	From Airport		
Vehicle Type	SUV suburban/yukon MEET AND		
Promo Code	----- NOT ASSIGNED -----		
In-House	Farm-in	Farm-out	



Multiple Vehicles for Same Guest

Often there are multiple vehicles for the same party. In this case create 2 separate reservations for the same guest name, adding vehicle type and number sequence of the vehicle in the “last name” (ex: John “Smith (SUV 1), John Smith (SUV 2).

The screenshot shows the LIMO ANYWHERE software interface. The main window displays a reservation for客 Joshua Rademacher (Suv 1). The reservation details include:

- PU Date:** 02/14/2020
- PU Time:** 12:00 PM
- DO Time:** (empty)
- Spot Time:** (empty)
- Gar-Out Time:** (empty)
- Gar-In Time:** (empty)
- Driver Should Arrive:** When your flight
- Address:** (input field with a red arrow pointing to it)
- City:** (input field)
- State/Prov/Zip/Post:** UT
- Country:** (input field)
- Notes:** (input field)
- Phone Number:** (input field)

On the right side of the screen, there are several panels:

- Date/Time:** 02/07/2020 12:43 PM
Res. By: Shawn Woods [Log]
Status: Unassigned
- Duration:** Est Drv Time: 4 # of Pax: 0 Luggage: 0
- Handicap:** Child Seat Required: Child Seat Count: No No 0
- Additional Child Seats:** Total Seats (0)
- Service Type:** ---- NOT ASSIGNED ----
- Vehicle Type:** SUV suburban/yukon MEET AND (dropdown)
- Promo Code:** ---- NOT ASSIGNED ----
- In-House:** (radio button)
- Farm-in:** (radio button)
- Farm-out:** (radio button)
- eFarm-out:** Manually, LA Net, DA Net



Snow Country Limousine

Online E-Farm-In Reservations- Online E-Farm In Reservations are when guest book directly through the website or provided porta. To accept an online E-Farm In. See Screenshot

The screenshot shows a software interface for managing reservations. On the left, there's a form for entering passenger details: Passenger First (Fred), Passenger Last Name (Fleming), Passenger Phone ((213) 706-6916), Passenger Email (fredfleminglaw@gmail.com), Alternate Contact, Alt. Contact Phone #, and PO/Client Ref # (Booker IATA). On the right, there's a "Stored Addresses" section with fields for Location Description/ Name, Address 1, Address 2, City (UT), State/Prov/Zip/Post, Country, and Notes. Below these are service type (To Airport), vehicle type (SUV suburban/yukon MEET AND GREET), and promo code (NOT ASSIGNED). A red box highlights a "System Alert" message: "You have new Online or eFarm-in reservation. [View now](#)". A red arrow points to this message.

The screenshot shows the LIMO ANYWHERE software interface. The top navigation bar includes links for MY OFFICE, ACCOUNTS, QUOTES, CALENDAR, RESERVTS, DISPATCH, NETWORK, SETTLE, RECEIVABLES, PAYABLES, REPORTS, MEMOS, FILES, and TOOLS. Below the navigation bar, there are tabs for New Reservations (highlighted with a red arrow), Online & eFarm-in, Unfinalized, Deleted Reservations, New Res, and Import Res. A search bar for "Search Reservations" is present, along with filters for Search For, Search In, Date From, Date To, Sort By, Order By, and Page Size (set to 100).

Conf #	PU Date	Time	Passenger	Company Name	Vehicle Type	Total	Pmt Type	Status	Action
144763	01/07/2020	09:30 AM	Smith-Dubay, Jayne	RMC	WCSUV	\$292.50	Direct Bill/Invoice	Cancelled	Select >>
145384	01/07/2020	10:30 AM	Golbourne, Sara	Resorts West by Natural R...	VAN	\$312.00	Direct Bill/Invoice	Cancelled	Select >>
144636	01/07/2020	02:15 PM	O'Brien, Silke	N/A	VAN	\$445.20	Not Specified	Cancelled	Select >>
142562	01/07/2020	02:25 PM	Mattar, Luis Henrique	N/A	WCSUV	\$189.80	MC ** 6582	Cancelled	Select >>
144835	01/07/2020	04:40 PM	Devoe, Robert	Epson (RMC) (Nick)	WCSUV	\$186.00	Direct Bill/Invoice	Cancelled	Select >>
144154	01/07/2020	05:00 PM	Wasatch Brewery, Epson	Epson (RMC) (Nick)	WCSUV	\$564.00	Direct Bill/Invoice	Cancelled	Select >>
142083	01/08/2020	11:30 AM	Sexton, Lisa	St Regis at Deer Valley C...	SUV	\$233.00	Direct Bill/Invoice	Cancelled	Select >>
142332	01/08/2020	04:45 PM	Shuttle Van	NHO / LDP (Summit Events/..)	VAN	\$225.00	Direct Bill/Invoice	Cancelled	Select >>
144159	01/08/2020	05:00 PM	High West SUV, Epson	Epson (RMC) (Nick)	WCSUV	\$658.00	Direct Bill/Invoice	Cancelled	Select >>
144158	01/08/2020	06:15 PM	High West Mini, Epson	Epson (RMC) (Nick)	MINI	\$840.00	Direct Bill/Invoice	Cancelled	Select >>
144935	01/08/2020	06:30 PM	Dinner Van	NHO / LDP (Summit Events/..)	WCVAN	\$318.00	Direct Bill/Invoice	Cancelled	Select >>
144928	01/08/2020	06:45 PM	SUV, Dinner	NHO / LDP (Summit Events/..)	WCSUV	\$288.00	Direct Bill/Invoice	Cancelled	Select >>
144172	01/09/2020	07:00 AM	Spearman, Tom	Epson (RMC) (Nick)	WCSUV	\$186.00	Direct Bill/Invoice	Cancelled	Select >>
144178	01/09/2020	07:30 AM	Bishop, Les	Epson (RMC) (Nick)	WCSUV	\$186.00	Direct Bill/Invoice	Cancelled	Select >>

The screenshot shows the LIMO ANYWHERE software interface with the "Online & Farm-In Reservations" tab selected (highlighted with a red arrow). It features a search bar for "Search Reservations" and a table of reservations. The table includes columns for Conf #, PU Date, Time, Passenger, Vehicle Type, Total, Pmt Type, When Submitted, and Action (Accept/Reject). The first two rows of the table are:

Conf #	PU Date	Time	Passenger	Vehicle Type	Total	Pmt Type	When Submitted	Action
153701	03/07/2020	08:10 PM	Mason, Holland	SUV Will Call (WCSUV)	\$189.00	Direct Bill/Invoice	2/7/2020 12:54	Accept/Reject
153702	03/13/2020	09:10 PM	Mason, Holland	SUV Will Call (WCSUV)	\$189.00	Direct Bill/Invoice	2/7/2020 12:54	Accept/Reject

Below the table, there are page navigation controls: Page: 1, < First Page, Last Page >, and a red arrow pointing to the "Accept/Reject" link in the table.



Snow Country Limousine

LIMO ANYWHERE

MY OFFICE ACCOUNTS QUOTES CALENDAR

New Reservations Online & Farm-In Reservations

Conf #	PU Date	Time
153701	03/07/2020	08:10 PM
153702	03/13/2020	09:10 PM

Page: 1 ▾

Accept/Reject New Reservation - Google Chrome
manage.mylimobiz.com/admin/forms/form_POPUP_acceptReject.asp?action=showForm&re...

Per hour	1	X	0.00	=	0.00
Per Unit	1	X	0.00	=	0.00
OT/Wait Time					0.00
Extra Stops	1	X	0.00	=	0.00
Std Grat	0	%		=	0.00
Extra Grat					0.00
Fuel Surch	0	%		=	0.00
STC Surch	0	%		=	0.00
Discount	0	%		=	0.00
Discount					0.00
Per Mile	0	X	0.00	=	0.00
Per Pass	4	X	0.00	=	0.00
State Tax	0	%		=	0.00
Estimated Total		189.00			
UPDATE RATE INFORMATION					

Accept this reservation Email accepted notification
 Reject this reservation Email standard confirmation

Thank You for traveling with Snow Country Limousine. Below please find your confirmation. If

➡ Submit and Close | Submit and Go To Reservation

HELP LOG OUT

TOOLS

Page Size: 100 SEARCH

When Submitted

2/7/2020 12:54 Accept/Reject
2/7/2020 12:54 Accept/Reject

|< First Page Last Page >|



Snow Country Limousine

Missing Information

Guest information needed day prior or day of reservation/transportation call hotel/guest directly.

Reservation Updates/Changes

-Any day before/same day changes or updates to reservation need to be added in notes. In addition to adding to notes, contact the driver assigned and Lead Dispatcher

For ex: Guest/Hotel call and change pickup time from 11:00 a.m. to 12:00 p.m.

-Update pickup time to 12:00 p.m.

-Add in notes “Guest/hotel called to change pickup time to 12:00 p.m//initials//date/time”

-When adding notes always use initials, date, and time reservation was changed. This will allow us to track who has added notes should there be any further changes or discrepancies.

-If there is a driver assigned, update the driver immediately to inform him of changes via Zipwhip/ phone call (if change is within hour of transportation CALL)

-Let Lead Dispatcher know of changes.

Mini, Coach, or Van with Groups

-All changes regarding minis, coaches, and vans for groups should be directed to group sales manager.

-Ask supervisor or manager for any inquiries



Snow Country Limousine

Adding Multiple Stops

Guests will request more than one stop during transportation to and from airport. In order to accommodate the guest and ensure driver is informed of extra stops we will add all stops to itinerary.

Ex: After PU from airport Guest would like to stop at REI, Whole Foods, Walgreens, before drop off at Stein Eriksen Lodge

PU: SLC, DL 1234

ST: REI, SLC

ST: Whole Foods, Park City

ST: Walgreens, Park City

DO: Stein Eriksen Lodge

Notes: After PU from airport guest request to REI to Whole Foods to Walgreens, drop & releases @Stein Eriksen.///initials//time//Da

The screenshot shows the software's main interface for creating a new trip. On the left, there are sections for 'Booked By First' and 'Booked By Last Name'. The 'Passenger First' field contains 'Jonica' and the 'Passenger Last Name' field contains 'Radomacher'. Below these are fields for 'Passenger Phone' (312-213-4433) and 'Alternate Contact' (Alt. Contact Ph#). The 'PO/Client Ref #', 'Voucher #' and 'Additional Passengers' sections are also visible. The 'Stored Routing Information' section shows a single entry: 'PU: SLC DL 1234 Not verified' and 'DO: Stein Eriksen Lodge 7700 Stein Way Park City UT 84060'. The 'Trip Notes' and 'Bill To & Pax Notes' tabs are selected. On the right, the 'Service Type' is set to 'From Airport' and 'Vehicle Type' to 'SUV subcompact/Utility MEET AND'. The 'Promo Code' dropdown is set to 'NOT ASSIGNED'. The 'eFarm-outs' section has 'Manually' selected. The 'eFarm Status' is 'Not Farmed Out'. The 'Affiliate' and 'Reference #' fields are empty. The 'Additional Affiliate Information' section includes 'Apply Rate Table' and 'Log Wait Time(s)'. The 'Primary' tab of the 'Farm-out Costs' table is shown, with a flat rate of 189.00 and per hour rates of 0.00. The 'Secondary' and 'Farm-out Costs' tabs are also present.

This screenshot shows the same software interface after adding stops. Red arrows highlight the 'Greeting Sign' and 'Greeting Sign Notes' fields, which now contain 'Launch Sign Creator'. Another red arrow points to the 'Do Not Send' checkbox, which is checked. The 'Stored Routing Information' section now lists three stops: 'ST: REI SLC UT', 'ST: Whole Foods Market 6598 N Landmark Drive Park City UT 84098', and 'ST: Walgreens 950 Iron Horse Dr Park City UT 84060'. The 'DO: Stein Eriksen Lodge 7700 Stein' entry remains. The 'Trip Notes' and 'Bill To & Pax Notes' tabs are still selected. The 'Primary' tab of the 'Farm-out Costs' table is shown, with a flat rate of 233.00 and per hour rates of 0.00. The 'Secondary' and 'Farm-out Costs' tabs are also present. A large red arrow points to the 'Drop-off' button in the 'Farm-out Costs' table, indicating where the final release point was added.



Snow Country Limousine

Adding Wait Time

Drivers can be requested longer than the original reservation request. Upon request the drivers are required to send over email noting original pickup and drop-off time and “actual wait time”. To ensure the driver is paid for additional time add this to reservation. Snow Country Limousine offers a 15 min grace period for any extra stops or waiting. We begin to bill after the 15 min mark. Round up to the .25 increments. Charge by the hour but can prorate accordingly to match wait time.

Ex:

First 15 mins+

30 mins = .50

45 mins=.75

1 hr= 1

1 hr 15 mins = 1.25

If hour rate is \$120 and the driver waits 30 mins additional time we charge \$60

To Add Wait time:

- Add the extra time in the DO time (see screen shot)
- Add additional time to “extra stops” (see screen shot)

-Ex: original drop off time was 12:00 p.m. driver “actual drop off was 1:15”

- Add “1.25”, this is 1 hour and 15 mins wait time
- Add to notes “per driver (name) request via email added wait time of 1.25//initials//date//time
- SAVE**
- Resend reservations to hotel/guests noting additional charges.



Snow Country Limousine

MY OFFICE ACCOUNTS QUOTES CALENDAR RESERVTS DISPATCH NETWORK SETTLE RECEIVABLES PAYABLES REPORTS MEMOS FILES TOOLS

New Reservations Online & eFarm-in Unfinalized Deleted Reservations New Res Import Res

Conf# 152694

Bill To & Pax Payment Info

Account 36908 Create New Acct Copy from here

Billing Contact Employee Training Company Name Snow Country Limousine CL

Booked By First Booked By Last Name CL

Booked By Phone Booked By Email CL

Passenger First Passenger Last Name Alexa Rushworth CL

Passenger Phone Passenger Email (404) 328-2312 CL

Alternate Contact Alt. Contact Phone # ? Enter number

PO/Client Ref # Booker IATA

Voucher #

Additional Passengers

PU Date PU Time DO Time
02/04/2020 09:00 AM 12:00 PM [Red Arrow]

Spot Time Gar-Out Time Gar-In Time

Driver Should Arrive
When your flight ▾

Address Airport Seaport FBO POI

Points of Interest

Location Description/ Name Save POI? Address 1 Address 2

City State/Prov/Zip/Post Country

Notes Phone Number ? Enter number Time In

Status: Cancelled

Duration: Est Drv Time: # of Pax: Luggage:
3.00 0 2 0

Handicap: Child Seat Required: Child Seat Count:
No No 0

Additional Child Seats Total Seats

Service Type To Airport
Vehicle Type SUV suburban/yukon MEET AI

Promo Code ----- NOT ASSIGNED -----

In-House Farm-in Farm-out

eFarm-out: Manually LA Net DA Net [Red Arrow]

eFarm Status: Not Farmed Out

Affiliate:

Reference #

MY OFFICE ACCOUNTS QUOTES CALENDAR RESERVTS DISPATCH NETWORK SETTLE RECEIVABLES PAYABLES REPORTS MEMOS FILES TOOLS

New Reservations Online & eFarm-in Unfinalized Deleted Reservations New Res Import Res

Conf# 152694

Bill To & Pax Payment Info

Account 36908 Create New Acct Copy from here

Billing Contact Employee Training Company Name Snow Country Limousine CL

Booked By First Booked By Last Name CL

Booked By Phone Booked By Email CL

Passenger First Passenger Last Name Alexa Rushworth CL

Passenger Phone Passenger Email (404) 328-2312 CL

Alternate Contact Alt. Contact Phone # ? Enter number

PO/Client Ref # Booker IATA

Voucher #

Additional Passengers

PU Date PU Time DO Time
02/04/2020 09:00 AM 01:15 PM [Red Arrow]

Spot Time Gar-Out Time Gar-In Time

Driver Should Arrive
When your flight ▾

Address Airport Seaport FBO POI

Points of Interest

Location Description/ Name Save POI? Address 1 Address 2

City State/Prov/Zip/Post Country

Notes Phone Number ? Enter number Time In

Status: Cancelled

Duration: Est Drv Time: # of Pax: Luggage:
4.25 0 2 0

Handicap: Child Seat Required: Child Seat Count:
No No 0

Additional Child Seats Total Seats (0)

Service Type To Airport
Vehicle Type SUV suburban/yukon MEET AND C

Promo Code ----- NOT ASSIGNED -----

In-House Farm-in Farm-out

eFarm-out: Manually LA Net DA Net DA Net

eFarm Status: Not Farmed Out

Affiliate:

Reference #

Greeting Sign Greeting Sign Notes Yes Launch Sign Creator

Send Confirmations Change Notifications Email Do Not Send

Primary Agent 0.00 % Secondary Agent 0.00 %

Referral Source 000 Arr. By: (2)

OES Alias snowcountrylimo Alias snowcountrylimo

Time Zone

Stored Routing Information

PU: SLC DL 1234 Not Verified
ST: Walgreens 950 Iron Horse Dr Park City UT 84060
DO: Stein Erikson Lodge 7700 Stein Way Park City UT 84060

Trip Notes Bill To & Pax Notes

added wait time 1hr 15 mins per driver request. //1/22/SW/12:04pm [Red Arrow]

Add to T/S Hide From Customer SAVE NOTES Dispatch Notes 1000 [Red Arrow]

Apply Rate Table Log Wait Time(s)

Primary	Secondary	Farm-out Costs
Flat Rate		233.00
Per Hour	1 x 0.00	= 0.00
Per Unit	1 x 0.00	= 0.00
OT/Wait Time		0.00
Extra Stops	1 x 1.25	= 1.25
Std Grat	0 %	= 0.00
Extra Grat	0 %	= 0.00
Fuel Surch	0 %	= 0.00
STC Surch	0 %	= 0.00
Discount	0 %	= 0.00
Discount	0 %	= 0.00
Per Mile	0 x 0.00	= 0.00
Per Pass	2 x 0.00	= 0.00
State Tax	0 %	= 0.00

Grand Total USD (\$ 234.25

Payments/Deposits 0.00

Total Due 234.25



Snow Country Limousine

Farm-out Rides

Snow Country Limousine works with select groups of transportation companies to assist with overflow reservations. These transportation companies are known as “affiliates”. The process of assigning rides to these affiliates is called farm-out. The Lead Dispatcher will request farm-outs in times of high-volume rides. We must call all farm-out ride 1hour prior to pick-up time to confirm the driver has all the information.

How to farm out

- Using the affiliate list (see list)
- Call and ask the affiliate if they are available for the selected ride

Ex: “Hi (affiliate name) are you available to assist us with a 2:30 p.m. airport pick-up to Stein Eriksen”

Affiliate: Sure thing, send it over,

- Once confirmed
 - Update status to “farm-out, farm-out driver assigned, farm-out driver contacted”
 - Click farm out (see screen shot)
 - In affiliate box, begin typing affiliate name and select affiliated contacted
 - Save reservation
 - Click LA net
 - Scroll down and confirm information and send reservation
- If you receive message “cannot farm out because affiliate is not in LA NET*
- After saving
 - Click Manually
 - Send via email/contact information of affiliate



Snow Country Limousine

This screenshot shows the 'New Reservations' screen in the software. The top menu bar includes 'MY OFFICE', 'ACCOUNTS', 'QUOTES', 'CALENDAR', 'RESERVNS', 'DISPATCH', 'NETWORK', 'SETTLE', 'RECEIVABLES', 'PAYABLES', 'REPORTS', 'MEMOS', 'FILES', and 'TOOLS'. Below the menu is a toolbar with icons for 'Save', 'Payments', 'Copy', 'Round Trip', 'Email/Fax', 'Print', 'Link', and 'more'. The main area is divided into sections: 'Bill To & Pax', 'Payment Info', 'PU Data', 'DO Data', 'Driver Should Arrive', 'Additional Child Seats', and 'Service Type'. A red arrow points to the 'Gar-In Time' field in the 'DO Data' section.

This screenshot shows the 'Additional Child Seats' and 'Service Type' sections. The 'Service Type' dropdown is set to 'To Airport' and 'SUV suburban/yukon MEET AND GREET'. A red arrow points to the 'Farm-out' radio button in the 'Service Type' section.

This screenshot shows the 'Farm-Out Affiliate Information' and 'Farm-Out Affiliate Rate Information' sections. The 'Farm-Out Affiliate Information' section includes fields for 'Company & Location', 'Primary Contact', and 'Notes / Comments'. The 'Farm-Out Affiliate Rate Information' section includes fields for 'Base Rate', 'Other Charges', 'Affiliate Total', 'Vehicle Type Assignment', and 'Your Vehicle Type'. A red arrow points to a warning message at the bottom of the 'Farm-Out Affiliate Rate Information' section: 'Make sure to select correct Vehicle Type before submitting!'. The right side of the screen shows 'Total Seats (0)' and other reservation details.



Snow Country Limousine

Cleaning Fees

Fluid spills and pet fur are common. In the case of a driver requiring additional cleaning, we may charge a cleaning fee depending on the severity. The driver must take a pic of damage and email it to the office. We will assess the damage and charge accordingly.



Snow Country Limousine

X. Status, Service, Vehicle Type, Promo Codes in Limo Anywhere

Creating a reservation in Limo Anywhere there are Statuses, Service & Vehicle types to ensure the correct service is billed & given.

Status(actions needed for reservation)

- Done -*reservation completed*
- Cancelled-*reservation cancelled outside of 24 hour cancellation policy*
- Combine shared-*group shared ride*
- Double Book CXL-*2 of the same reservations, 1 is cancelled for double booking*
- Combined Shared **Confirmed-group shared ride confirmed by all parties**
- Flight CXL-**Reservation cancelled due to flight cancellation, no charge to guest**
- Farm-out Assigned-**Reservation farmed out and assigned to affiliate**
- Farm-out driver contact-**Reservation farmed out and assigned driver contacted**
- Late Cancel-**Cancelled within 24 hour cancellation policy, full charge**
- Farm-out Assigned and ride confirmed-**Reservation farmed out and driver has confirmed ride**
- online and e-farm In-**Reservation booked online via www.snowcountrylimo.com**
- Cancelled by Affiliate-**Farmed in ride cancelled by affiliate**
- No Show-**Guest did not show up for scheduled reservation, full charge**
- Preliminary -*n/a*
- Pending-*Awaiting further information*
- Need CC info-**Reservation booked awaiting guest to contact and provide credit card info**
- Senior Driver-**VIP, veteran driver must be assigned**
- Super Senior Driver-**VIP, veteran driver must be assigned**
- Sent transp report-**Next day reservation confirmation email has been sent to guest**
- Called and left message-**Next day reservation confirmation phone call, left voicemail**
- Mike Pre confirmed- **Mike Moor (VP), has confirmed ride, no further action**
- Confirmed-**Ride has been confirmed by driver via LA**
- Confirmed with Driver-**Directly communicated with driver and confirmed ride**



Snow Country Limousine

- Office confirmed -*Confirmed by guest via email or phone after next day transport report sent*
- Confirmed after report was sent-*same as above, (use above status)*
- Dispatch Confirmed-*Lead dispatch confirmed with guest*
- Unassigned-*Ride has not been assigned to driver*
- Unassigned with Driver-*conflicts with driver schedule and unassigned after contact with office*
- Driver is up-*driver is up and ready for next ride*
- On the way -*driver is on the way to next ride*
- Dep Staged 15 min before-*driver is staged 15 mins prior to PU time for next ride*
- Will Call Staged for Arrival-*Driver is staged near airport 15 mins prior to airport PU*
- Location Confirmed- *Address/PU location has been confirmed*
- Greeting-*Driver is in airport greeting guest for Meet & Greet*
- Customer in Car-*Driver has customer in the car*
- Dropped off -*Driver has completed ride and dropped guest off*
- Assigned-*Ride has been assigned to driver*

Service Type (service driver will provide)

- From Airport –pick- up from airport transport to location
- To Airport---pick-up from location transport to airport
- Round Trip---pick up from one location drop off at location then take back to original location
- Point to Point----pick up from a location drop off at location, driver released
- Hourly—3 or 4 hour minimum (vehicle), on demand, multiple locations

Vehicle Type (type of vehicle requested)

- SCL Coach—50 passenger/groups
- Greeter-groups,
- mini-28 passenger/groups
- mini Farm out (FO)/28 passengers/groups
- Sedan 1-2 passengers (*select properties*)
- Shared Vehicle-groups
- SUV Suburban/Yukon Meet & Greet (SUV)



- SUV Will Call (WCSUV)
- Van (Vail Shuttle Van)
- Van Meet & Greet (Van)
- Van Will Call (WCVAN)
- Van with Rear Seat (VANW/RS)
- Van-High Roof Transit Van (HIGHROOFTRANSITVAN)

Promo Code (only for groups, specific drivers, and seasonal)

- Snow (10 % off)
- Kehr (driver Chris Kehr clients)



XI. Verify Flights

Verifying flights is an important element to day-of and next day reservations. This process allows the driver to track flights and informed of any changes that may affect pick-up times for the reservation.

How to verify flights

From Dispatch Screen

-Scroll right to PU location

-In PU location filer all rides with “SLC flight airline/flight number”

Ex: SLC DL 1421

-Copy flight airline and flight number

-via flightaware.com or google search

-enter flight information

-match flight information via flightaware.com and flight info in LA match PU time for reservation

Ex: SLC DL 1421 PU time 2:30 p.m. via Limo Anywhere

Flight Aware: DL 1421 arriving at SLC 2:30 p.m.

-once verified continue to next flight and so forth until complete



Snow Country Limousine

If flights do no match

- contact guest directly
- contact hotel directly

No flight info

- Update status to “*flight info needed*”
- contact guest directly
- contact via hotel directly

Common things to consider:

- Flights may not always track. (If within 24 hours of flight, details may not track flight or track flight incorrectly.)
- Give systems and FAA time to update flight information.
- Guest may have provided connecting flight information, track flight via www.flightware.com to see full itinerary.



Snow Country Limousine

Fit Status	Driver	Car	Do	Affiliate Name	Affl Driver	Affl Driver Ph#	Veh	Pax#	Passenger Name	Stops	DO Location	Note	Passenger Ph#
Not verified	Dan Doolan	SUVR 89 (Dan D)					SUV	1	Fred Fleming	City Bus Park	SLC DL		(213) 706-6916
Landed On-time	CXL						WCSUV	4	Raul Cardenas	SLC AA 1006	Hyatt Centric Park City 3551 N Escala Ct Park City UT 84098		(901) 495-5494
Landed On-time	Chris Mueller	SUV 10(Chris M)					WCSUV	2	brad fulkerson	SLC AA 1006	Canyons resort Park City UT 84098		(270) 860-6966
Landed On-time	Johnny Nunez	SUVR 81 (Johnny N)					SUV	2	James Letchinger	SLC AA 1947	Stein Eriksen Lodge Deer Valley 7700 Stein Way Park City UT 84060		
Landed On-time	FARM OUT			Orion Express Transportat	Frank	(801) 641-9428	VAN	6	Paul Catinella	SLC AA 1947	Stein Eriksen Lodge 7700 Stein Way Park City UT 84060		(215) 620-2442
Scheduled On-time	FARM OUT			Silver City Transportat			SUV	1	Dylan Schreiner	SLC AA 236	Hyatt Place Park City 4377 UT-224 Park City UT 84098		(904) 655-2613
Active Delayed 44	FARM OUT			ELT-Exclusive	Branislav	(801) 641-9428	VAN	7	Lisa Lenihan	SLC AA 3079	the Lodge at Mountain Village the Lodge at		(412) 300-4815

Join FlightAware (Why Join?) Login

FlightAware

LIVE FLIGHT TRACKING PRODUCTS ADS-B PHOTOS SQUAWKS DISCUSSION

All ▾ Search for flight, tail, airport, or city Track





Snow Country Limousine

XII. Transportation Reports

The purpose of transportation reports is to ensure reservations in systems are accurate for the next day. Everyday transportation reports are sent out to non-hotel guests and hotel properties to verify Snow Country Limousine has correct information.

How to send Confirmation emails

*Non Hotel Guests

From dispatch screen

-set to next day

-click company

All boxes that are not hotel or groups related should be empty

-Click on edit reservation (starting from top)

-Click Email/fax

-Type in “include personal message”

“Good Morning, could you please confirm details and transportation for tomorrow/date/Thank you, (name)

-Send confirmation

-Update Reservation status to “sent transp

The screenshot shows the Limo Anywhere software interface. On the left, there's a sidebar with various options like 'Send SMS', 'Send To DA', 'Send To GPS', 'Mapping Flight Tracker', 'Send Email', 'Payments', 'Print', 'Print Greeting Sign', 'Settle', and 'Dispatch Log'. A red arrow points to the 'Edit Reservation' option in this sidebar. At the top, there's a toolbar with icons for 'Rate', 'New Res', 'Find', 'HELP', and 'LOG OUT'. Another red arrow points to the 'Edit Reservation' button in the top right of the toolbar area. The main window shows a grid of reservation details. The columns include: Driver Status, Blanks, Passenger Pr Lvl, Company, Booked By, Alias, PU Time, Fit Act Tm, Fit Status, Driver, Car, DA, Affiliate Name, Affl Driver, Affl Driver Ph#, and Vehicle. There are several rows of data, each representing a reservation. A green vertical bar highlights the 'DA' column across all rows.



Snow Country Limousine

New Reservations Online & eFarm-in Unfinalized Deleted Reservations New Res Import Res

Conf# 152690

Bill To & Pax Payment Info

Account 36908 Create New Acct Copy from here

Billing Contact Employee Training Company Name Snow Country Limousine CL

Booked By First Booked By Last Name CL

Booked By Phone Booked By Email

Passenger First Joshua Rademacher CL

Passenger Phone (312) 213-4433 Passenger Email

Alternate Contact Alt. Contact Phone #

PO/Client Ref # Booker IATA

Voucher #

PU Date 02/13/2020 PU Time 10:05 AM DO Time

Spot Time Gar-Out Time Gar-In Time

Driver Should Arrive When your flight ▾

Address Airport Seaport FBO POI

Stored Addresses

Location Description/ Name

Address 1 Address 2

City State/Prov/Zip/Post Country

Notes Phone Number

**Date/Time: 02/03/2020 12:42 PM
Res. By: B. McLaren [log]
Status: Unassigned**

**Duration: Est Drv Time: # of Pax: Luggage:
1 0 4 0**

**Handicap: Child Seat Required: Child Seat Count:
No No 0**

Additional Child Seats Total Seats (0)

**Service Type From Airport
Vehicle Type SUV suburban/yukon MEET AND GREET**

Promo Code ----- NOT ASSIGNED -----

In-House Farm-in Farm-out

**eFarm-out: Manually LA Net DA DA Net
eFarm Status: Not Farmed Out**

Edit Reservation

Confirmation Summary For Conf# 153350

Pick-up Date: 02/07/2020, Friday

Pick-up Time: 04:45 AM

Drop-off Time: 05:37 AM

Service Type: To Airport

Vehicle Type: SUV suburban/yukon MEET AND GREET (SUV)

Billing Contact: Alexandra Jennison

Booking Contact: N/A

Passenger(s): Alexandra Jennison

Client Ref#:

**Routing Detail: P.O. 2640 Deer Crest Estates Dr, Heber City UT
DO: Salt Lake City, UT**

Payment Method: Not Specified

Total Charges: 232.80 (USD)

Payments Rec'd: 0.00

Total Due: 232.80

Send From: info@snowcountrylimo.com

What Would You Like To Send? Standard Confirmation

Email

b/c: alexjennison@gmail.com

Pax

Bk/C

Aff

Drv 1: bill@80-89.com

Car 1

Total Seats (0)

Include A Personal Message:

Good Morning, can you please confirm your ride tomorrow 3/22.

Attach Files: PDF Copy Select Other Files

Hide Rates When Emailing Document?

Include Greeting Sign Flag as Modified

Send Later Send Now

LIMO ANYWHERE

New Reservations

Conf# 152690

Bill To & Pax

Account 36908 Create New Acct

Billing Contact Employee Training

Booked By First Booked By Last Name CL

Booked By Phone Booked By Email

Passenger First Joshua Rademacher CL

Passenger Phone (312) 213-4433 Passenger Email

Alternate Contact Alt. Contact Phone #

PO/Client Ref # Booker IATA

Voucher #

Confirmation Summary For Conf# 152690

Pick-up Date: 02/13/2020, Thursday

Pick-up Time: 10:05 AM

Drop-off Time: Not Set

Service Type: From Airport

Vehicle Type: SUV suburban/yukon MEET AND GREET (SUV)

Billing Contact: Employee Training

Booking Contact: N/A

Passenger(s): Joshua Rademacher

Client Ref#:

**Routing Detail: PU: Salt Lake City, Delta Air Lines - DL
DO: 2300 Deer Valley Dr, Park City UT**

Payment Method: Not Specified

Total Charges: 189.00 (USD)

Payments Rec'd: 0.00

Total Due: 189.00

Driver(s) Assigned: Unassigned

Car(s) Assigned: Unassigned

Send From: info@snowcountrylimo.com

What Would You Like To Send? Standard Confirmation

Email

b/c: info@snowcountrylimo.com

Pax

Bk/C

Aff

Drv 1

Car 1

Include A Personal Message:

500

Attach Files: PDF Copy Select Other Files

Hide Rates When Emailing Document?

Include Greeting Sign Flag as Modified

Send Later Send Now



Snow Country Limousine

Print | Link | Save | Payments | Copy | Round Trip | Email/Fax | Print | Link | Download

Bill To & Pax **Payment Info**

Account: 36936 **Create New Acct** **Copy from here**

Billing Contact: Alexandra Jennison **Company Name:** CL

Booked By First: CL **Booked By Last Name:** CL

Booked By Phone: ? Enter number **Booked By Email:** CL

Passenger First: Alexandra **Passenger Last Name:** Jennison **CL**

PU Date: 02/07/2020 **PU Time:** 04:45 AM **DO Time:** 05:37 AM

Friday **Spot Time:** Gar-Out Time: 04:29 AM **Gar-In Time:**

Driver Should Arrive: When your flight

Address: **Airport:** **Seaport:** **FBO:** **POI:**

Stored Addresses:

Date/Time: 02/05/2020 07:00 PM **Res. By:** Daniel_m [log] **Status:** Sent transpo report

Duration: 0.87 **Est Drv Time:** 0 **# of Pax:** 1 **Luggage:** 0

Handicap: No **Child Seat Required:** No **Child Seat Count:** 0

Additional Child Seats: **Total Seats (0):**

Service Type: To Airport

CLV and back to back UFFT AND / -





Snow Country Limousine

Hotel Properties

Stein Eriksen Lodge & Residences, Waldorf Astoria Park City, Resorts West, and Silver Barron (2:00)

- At 2:00 p.m. all above reports to be sent out
- From Limo Anywhere
- Click to reports
- Select Reservation Manifest, on the right
- Summary View
- Without Payment Date, (*without payment data for montage*)
- Change date range for next day
- Enter in Billing Contact by name/account number

(Waldorf Astoria 30099, Resorts West 30018 Stein Eriksen Lodges 30052, Stein Eriksen Residences 32747

- Also Affiliate Info
- Output format as Webpage
- Copy, and past into body of email
- To: designated property list
- Subject line: (Hotel Name): Transportation Report for tomorrow (date)
- Body of email

“Good (time of day),

***Could you please confirm the following reservations for tomorrow
(post report under)***

Thank You

-Sign (name)

-Send Report

Montage Deer Valley (*Montage Concierge 30052*), Montage Deer Valley Residences ((*Montage Residences 32923*))

- At 3 p.m.
- repeat above
- Montage Concierge & Residences in the same email



Snow Country Limousine

The screenshot shows a software interface for managing limousine trips. At the top is a toolbar with icons for MY OFFICE, ACCOUNTS, QUOTES, CALENDAR, RESERVTS, DISPATCH, NETWORK, SETTLE, RECEIVABLES, PAYABLES, REPORTS, MEMOS, FILES, and TOOLS. Below the toolbar is a menu bar with Grid, Map, Graph, GPS, Grid Setup, Manage Statuses, Link Drivers and Cars, Print, and Trip Count (set to 10). A search bar includes fields for Date (02/16/2020), Include (New/Live, Settled, In-House, Farm-Out, Farm-In, Quotes), and Quick Search Within Grid (van). The main area is a grid table with columns: iGrid, PU Date, Conf#, Driver (Z), Status, Flags, Passenger Pr Lvl, Company, Booked By, Alias, PU Time, Fit Act Tm, Fit Status, Driver, Car, DA, Affiliate Name, Affl Driver, Affl Driver Ph#, and Veh. The grid contains several rows of trip data, with some cells colored (e.g., VAN, GREEN) and a large red arrow pointing from the bottom-left towards the Reservation Manifest section.

	iGrid	PU Date	Conf#	Driver (Z)	Status	Flags	Passenger Pr Lvl	Company	Booked By	Alias	PU Time	Fit Act Tm	Fit Status	Driver	Car	DA	Affiliate Name	Affl Driver	Affl Driver Ph#	Veh
		02/16/2020	136788		Unassigned			Vail Skier Shuttle (Adam/Jamie)		snowcoun	06:00 AM								VAIL SHUT VAN	
		02/16/2020	153422		Unassigned			Vail Resorts Lodging - Park City Central Reservations	Xandria Salonen	snowcoun	08:30 AM								VAN	
		02/16/2020	152178		Unassigned			Deer Valley Resort-Lodging Operations	Signature Collection	snowcoun	08:30 AM								WCSU	
		02/16/2020	142673		Unassigned			Resorts West by Natural Retreats		snowcoun	10:00 AM								VAN	
		02/16/2020	153900		Unassigned			Deer Valley Resort-Lodging Operations	Signature Collection	snowcoun	12:45 PM								VAN	
		02/16/2020	135821		Unassigned			St Regis at Deer Valley		snowcoun	01:00 PM								VAN	

The screenshot shows four report sections side-by-side. On the left is the Sales Revenue Reports section with filters for Billing Contact, Group Name, Reservation Status, Payment Method, Vehicle Type, Driver, Referral Source, Alias, Promo Code, and Airports. It also lists various trip status checkboxes like Done, Combined shared, Combined Shared Confirmed, Farm-out Assigned, Late Cancel, Online and eFarm In, and No Show. In the center is the Daily Schedule Grid section with filters for Date, Company, Agent, Type, Payment Status, and Service Type. To its right is the Reservation Manifest section with filters for Date, Time, Driver, Vehicle Type, Billing Contact, Occasion, Group Name, and various exclude/include checkboxes for trip details. On the far right is the Driver Payroll Report section with filters for Date, Driver, and Exclude checkboxes for trip types.



Snow Country Limousine

Reservation Mani Summary View Without Payment Data

Date From Time From Date To Time To

Driver All Car All Vehicle Type All

Billing Contact ([help](#)) Company Run Type All

Occasion All Service Type All

Group Name Farm-out Affiliate All

Exclude

<input checked="" type="checkbox"/> Cancelled	Include
<input checked="" type="checkbox"/> Late Cancel	<input checked="" type="checkbox"/> Airport P/U
<input type="checkbox"/> Billing	Instr
Contact Info	<input checked="" type="checkbox"/> Routing Notes
<input type="checkbox"/> Driver Info	<input checked="" type="checkbox"/> Trip Notes
<input type="checkbox"/> Affiliate Info	<input checked="" type="checkbox"/> Linked Trips

Output Format Web page CREATE MANIFEST



✉ Reservation Manifest... > Message Detail

Subject: SER Transportation Report for Tomorrow 12/31 

From: <info@snowcountrylimo.com> ([Add as Preferred Sender](#)) 

Date: Mon, Dec 30, 2019 2:30 pm

To: "Snow Snow" <info@snowcountrylimo.com>, "Jacqi Livingston" <jlivingston@steineriksenresidences.com>, "SER Concierge" <concierge@steineriksenresidences.com>, "Snow Reports" <reports@snowcountrylimo.com>, "Ben James" <bjames@steineriksenresidences.com>, "Alex Savarie" <asavarie@steineriksenresidences.com>

Print Previous Next

Good day,

Please look over and confirm.

**Snow Country Limousine, Inc.
Reservations Manifest - Summary**

Tuesday, December 31, 2019 - Tuesday, December 31, 2019

Generated On: 12/30/2019 02:09 PM

PU Date Conf#	PU Time DO Time	Routing Details	Passenger(s) Trip Total	Pass Phone(s)# Service Type	Veh	Driver
12/31/2019 <u>141376</u>	05:00 AM	PU: -- : Stein Eriksen Residences 6702 Stein Cir Park City, UT 84060 (US) Notes: #8 DO: -- : Salt Lake City	Foshee, Kate & Maggie N/A	N/A To Airport	SED	Chynoweth SUV, John (435) 513-1410 (435) 513-1410



Snow Country Limousine

XIII. Nightly Sales Report

The purpose of the Nightly Sales reports ensuring hotel properties can process all payments and settle any discrepancies for the current day. The nightly reports are sent daily at the designated time.

Montage Deer Valley Concierge & Residential and The Lodge at Blue Sky

- at 5:00 p.m.
- From Limo Anywhere
- Click Reports
- Scroll to Sales Revenue Report
- Enter Account Number/Name for hotel needed
(Montage Concierge 30052, Montage Residential 32923)
- Select current day for date range
- Click Payment Method
- Select Direct Bill/Invoice
- Uncheck Double Book CXL, Flight Cancelled, Cancelled, and Cancelled by MOD
- Change Output Format to MS EXCEL
- Generate Report, *Report will download to computer*
- After Download
- Delete all columns **EXCEPT**
- Conf #
- PU Date
- PU Time
- Billing Contact
- Passenger First Name
- Passenger Last Name
- Trip Total
- Copy and Paste in Passenger Last Name Column
- Grand Total
- Average
- Total Trips
- Total Duration
- Prepared by



-Confirm current day's dispatch to ensure the correct amount of rides appear on Sales Report for each property

-Compose Email=

-TO: (property name) Sales Report

-Subject Line: (Hotel Name) Sales Report for current (date)

"Good Evening, Below is the Sales Report for today".

-Body of email: Paste report here

-Remember to delete reservations that have been billed it a credit card

-Sign Name

-Send

Stein Eriksen Residences, St. Regis Deer Valley, Waldorf Astoria Park City

-at 9:00 p.m.

-repeat above steps

iGrid	PU Date	Conf#	Driver Status	Map	Passenger Pr Lvl	Company	Booked By	Alias	PU Time	Fit Act Tm	Fit Status	Driver	Car	DA	Affiliate Name	Affl Driver	Affl Driver Ph#	Veh	
	02/16/2020	145700	Unassigned			Deer Valley Resort-Lodging Operations	Empire Pass	snowcoun	05:00 AM										WCSL
	02/16/2020	136778	Unassigned			Vail Skier Shuttle (Adam/Jamie)		snowcoun	06:00 AM										MINI
	02/16/2020	138788	Unassigned			Vail Skier Shuttle (Adam/Jamie)		snowcoun	06:00 AM										VAIL SHUT VAN
	02/16/2020	149633	Unassigned			Montage Residential PO MDV45241	Ben	snowcoun	06:00 AM										SUV
	02/16/2020	151720	Unassigned		NP	Corrigan		snowcoun	06:30 AM										SUV
	02/16/2020	151381	Unassigned			The Lodge @ Blue Sky (concierge)	Jenny Lindsey	snowcoun	06:45 AM										SUV
	02/16/2020	153335	Unassigned			Veil Resorts Lodging - Park City Central	Lisa Carrasco	snowcoun	07:00 AM										SUV



Sales Revenue Reports

Date From 02/09/2020	Date To 02/09/2020
Billing Contact (help)	Company All
Group Name All	Agent All
Reservation Status All	Type All
Payment Method All	Payment Status All
Vehicle Type All	Car All
Driver All	Service Type All
Referral Source All	Affiliate All
Alias All	Occasion All
Promo Code All	ORES Alias All
Airports All	Passenger First & Last Name
<input checked="" type="checkbox"/> Done <input checked="" type="checkbox"/> Combined shared <input checked="" type="checkbox"/> Combined Shared Confirmed <input checked="" type="checkbox"/> Farm-out Assigned <input checked="" type="checkbox"/> Late Cancel <input checked="" type="checkbox"/> Online and eFarm In <input checked="" type="checkbox"/> No Show <input checked="" type="checkbox"/> Pending	
<input checked="" type="checkbox"/> Cancelled <input checked="" type="checkbox"/> Double booked CXL <input checked="" type="checkbox"/> Flight Cxl <input checked="" type="checkbox"/> Farm-Out driver contacted <input checked="" type="checkbox"/> Farm-Out Assigned and ride Conf <input checked="" type="checkbox"/> Cancelled by Affiliate <input checked="" type="checkbox"/> Preliminary <input checked="" type="checkbox"/> Need cc info	

Sales Revenue Reports

→

Date From 04/17/2019	Date To 04/17/2019
Billing Contact (help)	Company Montage Deer Valley Accounts
Group Name All	Agent All
Reservation Status All	Type All
Payment Method All	Payment Status All
Vehicle Type All	Car All
Driver All	Service Type All
Referral Source All	Affiliate All
Alias All	Occasion All
Promo Code All	ORES Alias All
Airports All	Passenger First & Last Name
<input checked="" type="checkbox"/> Done <input checked="" type="checkbox"/> Combined shared <input checked="" type="checkbox"/> Combined Shared Confirmed <input checked="" type="checkbox"/> Farm-out Assigned <input checked="" type="checkbox"/> Late Cancel <input checked="" type="checkbox"/> Online and eFarm In <input checked="" type="checkbox"/> No Show <input checked="" type="checkbox"/> Pending	
<input type="checkbox"/> Cancelled <input type="checkbox"/> Double booked CXL <input type="checkbox"/> Flight Cxl <input checked="" type="checkbox"/> Farm-Out driver contacted <input checked="" type="checkbox"/> Farm-Out Assigned and ride Conf <input checked="" type="checkbox"/> Cancelled by Affiliate <input checked="" type="checkbox"/> Preliminary <input checked="" type="checkbox"/> Need cc info	

←



Snow Country Limousine

Office Confirmed
 DISPATCH Confirmed
 Unassigned with Driver
 On The Way
 Will Call Staged for arrival
 Greeting
 Dropped off
 Flight Info Needed
 Dispatched
 Unconfirmed
 Flight Time Change
 Waiting List
 Offered

Report Type
All Trips Sorted Chronologically

Itemize All Rates Include Driver
Payroll

Confirmed after report was sent
 Unassigned
 Driver is up
 Dep Staged 15 min before
 Location Confirmed
 Customer In Car
 Assigned
 Get Status Now
 Circling
 Farm-out Unassigned
 Arrived
 Greeter Confirmed
 Called by MOD OFFICE

Output Format
MS Excel

GENERATE REPORT



Unread All Resend

Flag Mark As Read **Mark As Unread**

Sent Items > Message Detail Entire thread

Subject: Montage Nightly Sales Report for Today 2/2 Add as Preferred Sender

From: <info@snowcountrylimo.com> To: "Snow Snow" <info@snowcountrylimo.com>, "Dave Swartz" <dave@snowcountrylimo.com>, "Mike Moore" <mike@snowcountrylimo.com>, "Nick Montez" <nick@snowcountrylimo.com>, "mdvconcierge@montagehotels.com" <mdvconcierge@montagehotels.com>, "ResidentialConcierge@montagedeervalley.com" <ResidentialConcierge@montagedeervalley.com>, "Snow Reports" <reports@snowcountrylimo.com>

Date: Sun, Feb 02, 2020 5:00 pm

Good evening,
Below are the sales for today.

Snow Country Limousine, Inc.
Reservations by Customer Summary
Sunday, February 02, 2020 - Sunday, February 02, 2020

All Trips Listed Chronologically

Conf#	PU Date	Billing Contact	Company	Routing Detail	Driver	Vehicle Type	Trip Total
Type	Times	Passenger	Group		Car	Status	Pmt Method
				Montana Deer Valley	Montana Deer Valley	SUV	





XIV. Confirm Rides for Next Day

After transportation reports and non-hotel email confirmations have been sent and confirmed via email or phone the office must update the status of the reservation.

How to confirm rides for next day

Hotels and non-hotel guests/From Dispatch Screen

- Click downward arrow
- Select Edit Reservation
- In status, click drop down window
- Select office confirmed
- Save

The screenshot shows the 'Edit Reservation' window with various fields for passenger information, pickup and drop-off details, and service options. A prominent red arrow points to the 'Status' dropdown menu, which is set to 'Office Confirmed'.

Bill To & Pax		Payment Info		PU Date			PU Time		DO Time		Duration:			Est Drv Time:			# of Pax:		Luggage:	
Account	36936	Create New Acct	<input type="checkbox"/> Copy from here	02/07/2020	Friday	04:45 AM	05:37 AM	Date/Time:	02/05/2020 07:00 PM	Res By:	Daniel_m [Log]	Office Confirmed	0.87	0	1	0	Handicap:	Child Seat Required:	Child Seat Count:	
Billing Contact	Alexandra Jennison	Company Name	<input type="checkbox"/> CL	Spot Time		Gar-Out Time	04:29 AM	Gar-In Time		Duration:	0.87	0	0	0	No	No	0			
Booked By First		Booked By Last Name	<input type="checkbox"/> CL	Driver Should Arrive	When your flight					Additional Child Seats	Total Seats (0)									
Booked By Phone		Booked By Email	<input type="checkbox"/> Enter number	Address	Airport	Seaport	FBO	POI		Service Type	To Airport									
Passenger First	Alexandra	Passenger Last Name	<input type="checkbox"/> CL	Stored Addresses						Vehicle Type	SUV suburban/yukon MEET AND									



XV. Conclusion

The contents of the training manual were designed to assist in the basic understanding, process, and operations of the Guest Relations Agents in the Snow Country Limousine office. We are excited to have you join the team!