

The Carey e-Reservation Center at eCarey.com

# Quick-Start Guide

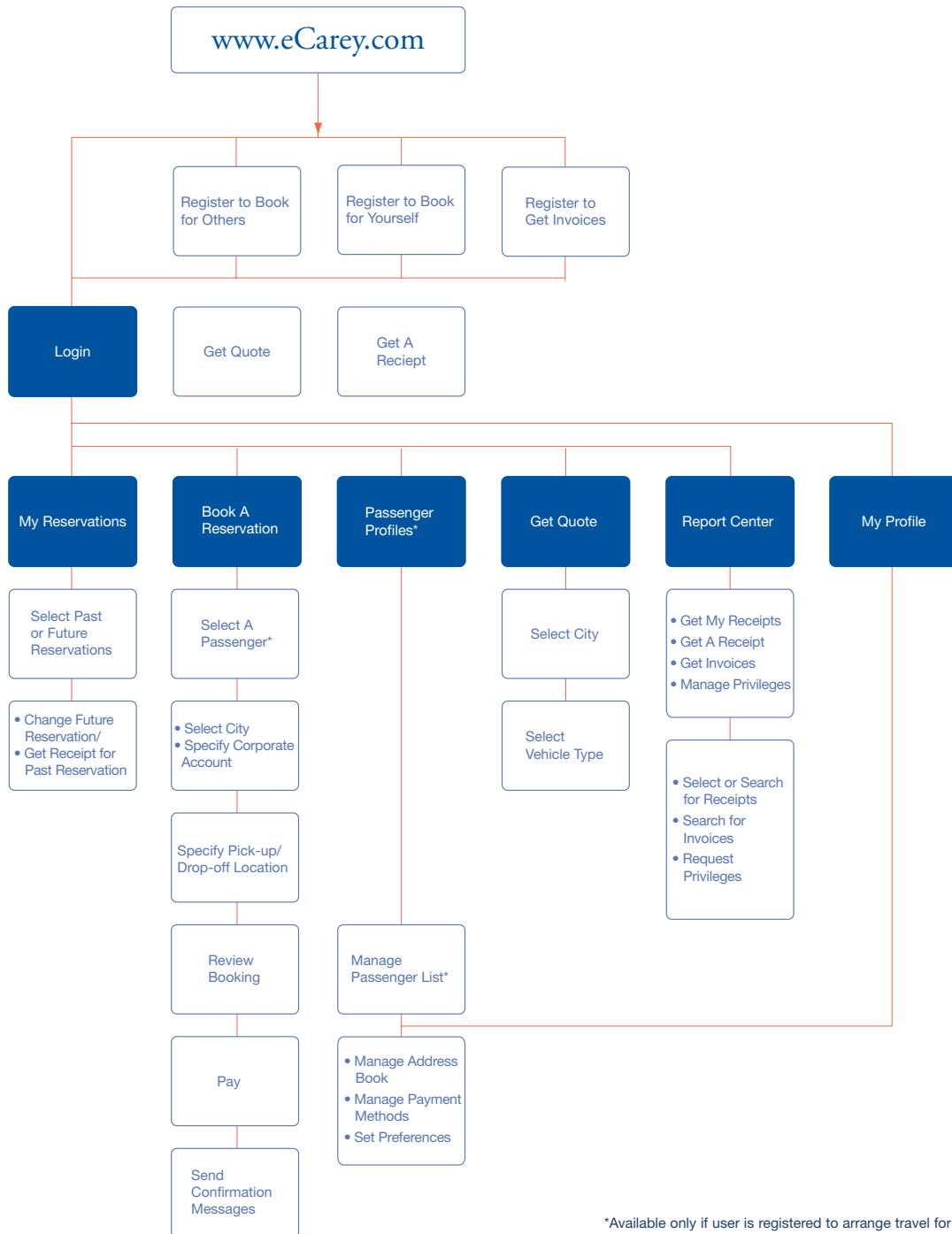
The screenshot displays the Carey e-Reservation Center website. The top navigation bar includes the phone number 1-800-336-4646 and links for ABOUT CAREY, TRAVEL PARTNERS, CAREERS, NEWS, and CONTACT US. The left sidebar features the Carey logo and a menu with categories: The Carey Difference, Carey Global Network, Chauffeured Services, Corporate Travel, Meetings & Events, Travel Agents, Carey Fleet, and Customer Care. Below the menu is a search bar with a 'Go' button. The main content area is titled 'Count on Carey' and contains three sections: a general introduction, a section for booking trips and estimates, and a section for expert guides to various locations. The right sidebar is titled 'e-Reservation Center' and contains a login form, a registration section for users who are not registered, and a 'Get Quote/Start Reservation' form with fields for country, pickup location, drop-off location, and zipcodes. At the bottom of the page, there are links for FAQ, Site Map, Privacy Policy, Terms and Conditions, Legal, and Copyright, along with a 'Help' link.

Count on Carey to make e-Convenience,  
e-Control, and e-Accountability e-Easy.

**CAREY**<sup>®</sup>  
Driving Success<sup>™</sup>

www.eCarey.com

# e-Reservation Center Site Map



\*Available only if user is registered to arrange travel for others.

|  |   |
|--|---|
| <a href="#">Login / Register</a>   | <a href="#">Get Quote</a>   |
| <b>Register/Create a Profile</b>   |   |
| By creating a profile for yourself, you can greatly s<br>future bookings with Carey. |   |
| * Fields marked with an asterisk are required.                                       |   |
| <b>Login Information</b>   |   |
| Login ID: *  | <input type="text" value="jsmith"/>                                   |
| Password: *  | <input type="password" value="*****"/>                                |
| Confirm Password: *  | <input type="password" value="*****"/>                                |
| <b>Name</b>  |   |
| First Name: *  | <input type="text" value="John"/>                                     |
| Last Name: *   | <input type="text" value="Smith"/>                                    |
| <b>Contact Information</b>   |   |
| Telephone: *   | <input type="text" value="555-555-5555"/>                             |
| Email Address: *   | <input type="text" value="jsmith@website.com"/>                       |
| Mobile Telephone:  | <input type="text" value="917-555-5555"/>                             |
| Fax:   | <input type="text" value="555-555-1234"/>                             |
| Get Confirmation via:  | <input type="button" value="Email"/> <input type="button" value="↓"/> |

Click the "Login/Register" tab on the main e-Reservation Center page

Create a login ID and choose a password

Enter contact information

Choose service confirmation preferences

# 1

## Sign-Up/Login

The first step in starting a Carey e-Reservation profile is to create a user login ID and password. You'll then be able to create a profile for yourself and your passengers and make fast, easy reservations. You'll also be able to change and cancel reservations on the fly and track charges.

To use a corporate account you must be pre-approved. To link to your existing Carey account, call Carey Customer Care at 1-888-649-3949.

# 2

## Create or Update a Profile

Create a profile for yourself or other passengers. Profiles provide ready online access to your regularly used travel information including contact information, payment arrangements, frequently used pick-up/drop-off locations and vehicle preferences.

|   |   |
|---|---|
| <b>e-Reservation Center</b>   |   |
| <a href="#">Book A Reservation</a>  | <a href="#">Get Quote</a>                   |
| <a href="#">My Profile</a>  | <a href="#">Logout</a>                      |
| <a href="#">Report Center</a>   |   |
| <b>Addresses</b>  |   |
| Belvedere Stienberger Hotel   | <a href="#">Edit</a> <a href="#">Delete</a> |
| Beverly Wilshire Hotel  | <a href="#">Edit</a> <a href="#">Delete</a> |
| <input type="button" value="Add address"/>  |   |
| <b>Credit Cards</b>   |   |
| AMEX xxxxx-xxxx-xxxx-1234   | <a href="#">Edit</a> <a href="#">Delete</a> |
| VISA xxxxx-xxxx-xxxx-1234   | <a href="#">Edit</a> <a href="#">Delete</a> |
| <input type="button" value="Add card"/>   |   |
| <b>Credit Card Receipts</b>   |   |
| Send credit card receipts to: <input type="text" value="postal address for credit card bills(entered elsev"/> |   |
| <b>Preferences</b>  |   |
| Airport Greeter Required  | <a href="#">Edit</a> <a href="#">Delete</a> |
| Sedan   | <a href="#">Edit</a> <a href="#">Delete</a> |
| Mercedes Sedan  | <a href="#">Edit</a> <a href="#">Delete</a> |
| <input type="button" value="Add preference"/>   |   |
| <input type="button" value="Save"/> <input type="button" value="Return"/>                                     |   |

Click the "My Profile" tab on the main e-Reservation Center page to create or update your profile

Create or update address, credit card, confirmation method and preference information

# 3

## Book a Reservation

Booking trips is fast and easy based on the traveler profiles you create. It's e-convenience and e-efficiency at its best.

US | **Book A Reservation** | Get Quote

Select "Book A Reservation" in the tab menu on the main e-Reservation Center page

**Location**  
Country: \* United States Of America  
Nearest City: \* Los Angeles, CA  
Pick Up: Beverly Wilshire Hotel  
Drop Off: Airport/train station  
**Account Information**  
Account Number: WA12345678

Choose pick-up location and drop-off location

**Passenger**  
Number of Passengers: \* 2 Number of Bags 2  
Lead Passenger: \*  
First Name Last Name  
John Smith  
Mary Smith

Enter number of passengers, number of bags and passenger name(s)

**Vehicle Information**  
Vehicle Type: \* Standard Sedan 3  
**Preferences**  
Please select preferences that will apply to this trip  
 Airport Greeter Required  
 Sedan  
 Mercedes Sedan

Choose vehicle type and preferences

**Pick Up Information**  
Date: \* August 15 2005  
Time: \* 1pm (1300) 00  
Location: Beverly Wilshire Hotel  
Address: \* 9500 Wilshire Blvd  
Town/City: \* Beverly Hills  
State/Province: \* CA  
Postal/Zip Code: \* 20102 Required only for USA  
Country: \* United States Of America  
Pick Up Phone: Ext.   
Save to address book  
**Itinerary**  
Intermediate Stops:  Yes  No  
Customer Directed Route:

Choose pick-up date, time and location

Enter special route information including intermediate pickup and drop-off points

**Drop Off Information**  
Location: Airport/train station  
Airport: \* Los Angeles Intl A/P  
Carrier: \* American Airlines  
Flight/Tail No.: \* 34567  
To:   
The flight is:  Domestic  International  
**Special Request**  
Enter any special instructions or requests for this trip (i.e., additional passenger(s) name & contact no., requested chauffeur, etc.).

Enter drop-off information and flight information (if applicable)

Enter special requests

**Payment**  
Please select type of payment.  
\*Fields marked with an asterisk are required.  
**Payment Type**  
Select payment type:  Account  Credit card  
**Account Information**  
Account Number: WA000001  
**Credit Card Information**  
Select credit card: \* Select

If you provided your account number above, your payment default will be "Account;" to pay by credit card, select "Credit Card" and enter "Card Holder Name" and address info

# 4

## Manage Reservations and/or Change Travel Plans

Add trips. Cancel trips. Change times and destinations. No need for phone calls, emails and back-and-forth communications with reservationists. The e-Reservation Center does most of the work for you.

**My Reservations**  
Manage all your trips from here. Check status. Change arrangements. Cancel or book.

Search Criteria:  
By Date Range [01/01/2004] [07/21/2005] Go

Access existing reservations to add, change or cancel them; access past reservations to book return trips and get credit card receipts

Click on a column heading to sort the list by that criteria

| Time          | Pickup            | Service City | Res.#      | Status |  |
|---------------|-------------------|--------------|------------|--------|--|
| 5, 2005 07:15 | LAX               | Los Angeles  | WA965551-1 | Past   | <a href="#">View Return Receipt</a>                          |
| 3, 2005 09:15 | 101 Wilshire Blvd | Los Angeles  | WA965506-2 | Past   | <a href="#">View Change</a><br><a href="#">Cancel Return</a> |

If you've taken your trip and your bill has been processed, you can get a receipt by clicking here

Book your return trip by clicking here

# 5

## Retrieve Credit Card Receipts

View credit card receipts online. Sort by date range or passenger. The eCarey.com e-Reservation Center is your online control panel for cost-control and accountability.

My Profile Logout

Reservation Get Quote Report Center

Logged in as John Smith. (if you are not John Smith, please Logout.)

Choose Report Center

**Reporting Center**  
Click on a link below to select the type of report you wish to run.

|                      |                                    |
|----------------------|------------------------------------|
| Get My Receipts      | Get receipts for trips that        |
| <b>Get A Receipt</b> | Get receipts using credit          |
| Get Invoices         | Get invoices for corporate         |
| Manage Privileges    | Request and administer privileges) |

Choose the report you would like to retrieve

Login / Register Get Quote Get A Receipt

**Register/Create a Profile**  
By creating a profile for yourself, and passengers that you frequently book trips for, you can greatly speed and simplify all future bookings.

To get a receipt quickly without having to access the Report Center, click on this tab at the top of the e-Reservation Center

Click on a column heading to sort the list by that criteria

| Name      | Date and Time             | Pickup            | Service City | Res.#      | Status |  |
|-----------|---------------------------|-------------------|--------------|------------|--------|--|
| Doe, John | Tue Jul 5, 2005 07:15 AM  | LAX               | Los Angeles  | WA965551-1 | Past   | <a href="#">View Return Receipt</a>                          |
| Doe, John | Sat Jul 23, 2005 09:15 AM | 101 Wilshire Blvd | Los Angeles  | WA965506-2 | Past   | <a href="#">View Change</a><br><a href="#">Cancel Return</a> |

You can also get a receipt on the "My Reservations" page if you've already taken your trip

# 5

Continued

## Retrieve Credit Card Receipts

Fields marked with an asterisk are required.

**Receipt Details**

Travel Date:  MM/DD/YYYY

Service Area:

Passenger First Name:

Passenger Last Name:  Smith

Reservation Segment:  e.g. WA9999999-1

Control Number:  e.g. 0102030405

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**Credit Card Account**

Provider:  [VISA]

Number:  4111111111111111

Exp. Month/Year:  [Feb] /  [05]

Name on Card:  John Smith

Billing Address 1:

Billing Address 2:

City:

State/Prov.:

Zip/Postal Code\*:  11201

Country:  United States of America

State/Province is required when country is USA or Canada.

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**Filters**

Sort By:  [Travel Date]

Order by:  Ascending  Descending

Results per page:  [20]

Enter trip details

Enter credit card information to get your receipt

Search results, then choose and view report

**Credit Card Receipts**

Showing items

**Filter Criteria:**

| Service Area | Passenger Name | Reservation Segment | Sort By        | Order by   |          |              |
|--------------|----------------|---------------------|----------------|------------|----------|--------------|
| Travel Date  | Travel Date    | Travel Date         | Descending     | Descending |          |              |
| Res. No.     | Service Date   | Service Area        | Passenger Name | Made By    | Card No. | Receipt Date |
| WA38243-001  | Jul 12, 2005   | WEST PALM BEACH     | JOHN SMITH     | JULIA      | 0008     | Jul 29, 2005 |
| WA38243-002  | Jul 16, 2005   | WEST PALM BEACH     | JOHN SMITH     | JULIA      | 0008     | Aug 1, 2005  |

View report

Click on any of these headers to sort results

Click on your reservation number to see trip details

**Invoice Details**

Invoice Date From:  MM/DD/YYYY To:

Invoice No.:  e.g., 5078751

Account No. (WA):  e.g., 124340

To get invoices, enter date(s) of service, invoice number, or account number; you can provide any one or any combination of these entries.

**Invoices**

Showing items

**Filter Criteria:**

| Invoice No.          | Account No.          | Sort By           | Order By           | Invoice Date |
|----------------------|----------------------|-------------------|--------------------|--------------|
| Showing All Invoices | Showing All Invoices | Invoice Date desc | 04/01/2005         |              |
| Invoice No.          | Date                 | Account No.       | Account Name       |              |
| S0149034             | Jun 20, 2005         | 916999            | SAGMAN, BENNET, RO |              |
| S0140076             | Jun 15, 2005         | 916999            | SAGMAN, BENNET, RO |              |
| S0117705             | Apr 10, 2005         | 916999            | SAGMAN, BENNET, RO |              |

Click on an invoice number below to see more details.

[Modify Search](#) [Download Spreadsheet](#)

View list of invoices

Click on any of these headers to sort results

Click here to download spreadsheet of invoices

Click on invoice number to get invoice details

# 6

## Retrieve Invoices