

The My Limo App Guide

Apple Products



Thank you for downloading the My Limo App. You are now ready to start booking one of the nation's top car services with a few convenient touches of the screen. Compatible with any Apple or Android device (phone or tablet), booking and monitoring your reservations have never been so simple. Please review the steps below to obtain the full spectrum of the My Limo App as there are discrete features that may enhance the user experience. Thank you again for downloading the My Limo App, we hope you find it very useful!

A. Profile Creation *(Figure 1.)*

1. Click on the “New User” tab in the top right section of the opening page below the “Login” button
 - a. Fill out all of the required information fields
 - i. The email you use will link the app to any existing travel profile already in our system created from previous travel with My Limo
 1. For first time users, use your corporate email as it will act as a marker for us to apply the appropriate corporate rates to your profile
 - ii. Your 4 digit passcode will be unique to the app
 - b. Click “Login” in the top right corner
 - i. This will bring you to the “My Limo Home” screen

B. Setting Up Your Profile *(Figure 2.)*

1. Click on “Settings” while in the “My Limo Home” screen
 - a. If your email has linked the app to an existing profile, the information from this profile will appear in the fields below
2. Select “My Locations”
 - a. Select “Home” or “Work” to insert these addresses
 - i. Google maps will auto assist with the address as you type it in
 - ii. Click “Save” in the top right corner after inserting each address
 - b. To add any additional addresses, click the “+” in the top right on the “My Locations” page
 - i. Click “Save” in the top right corner after inserting each address
 - c. Click “Settings” in the top left corner of the “My Locations” page to return to the “Settings” page
3. Select “My Payment Methods”
 - a. Click the “+” symbol in the top right corner to add a credit card(s)
 - i. If you would like to make a certain card your default payment method, be sure to click “yes” in the bottom
 - ii. If your company has a billing account set up and this payment method does not appear, please contact Anthony DeCaro at 973-887-1122 ext. 56 or Anthony.DeCaro@Mylimo.com to have this set up
 - b. Click “Settings” in the top left corner of the “My Payment Methods” page to return to the “Settings” page
4. “Passcode”: This is where you can reset your 4-digit pass code

C. Booking a Reservation *(Figure 3., Figure 4.)*

When opening the app (after creating a profile), there are two options of logging in.

1. “With Email”
 - a. Type in your profile-linked email and 4-digit pass code
 - i. Click “Login” in the top right corner
2. “With Device”
 - a. Select this button if you are logging in with the same phone you created your profile with
 - i. Type in your 4-digit pass code

After Logging In: *(Figure 5 - Figure 8)*

1. Select “New Reservation”
 - a. Please note: this app is meant for booking sedan transfers only. All other vehicle requests (i.e. SUVs, Stretch Limos, Vans, and Buses) must be called in to My Limo reservations at 973 887 1122
2. Your first and last name will automatically be entered
 - a. If the ride is not for you, be sure to type in the passenger’s first and last name
3. Select “Pick-Up Time”
 - a. Set the pick-up date and time with the scrolling bars
 - b. Click “Done” in the top right
4. Select “Payment”
 - a. Your default payment method selected when creating the profile will be shown
 - i. Select this option
 - ii. Select “Done” in the top right corner
 - b. If you would like to select another payment method that you have on file, select “My Payment Methods” in the bottom left corner
 - i. Select the payment method
 - ii. Click “Done” in the top right corner
 - c. If you would like to use another credit card not on file, select the “Card#” field to “x” everything out and type in the alternate information
 - i. Click “Done” in the top right corner
5. Select “Pick-Up”
 - a. If you are being picked up from a predetermined location in your profile, select “My Locations” in the bottom left corner
 - i. Select the location
 - ii. Click “Done” in the top right corner
 - b. If you are being picked up from an airport, select the airplane icon below the red colored house icon in the top right area
 - i. Select the airport of arrival (i.e. EWR, LGA, or JFK)
 1. You will return back to the “Pick-Up” screen
 - ii. Select the airline of arrival
 1. You will return back to the “Pick-Up” screen

- iii. Select the “Flight#” Field
 1. Type the 1-4 numerical digits of your flight code
 - a. The two letters that fall before the numerical part of the code identify the airline. We do not need the two letters.
 - b. Please note the starred message below step 8 of this section
 - iv. Select the “Notes” Field
 1. If you are a curbside pick-up frequenter, please be sure to note curbside pick up here
 2. Please add any other notes we may need to know
 - c. If you are being picked up from an address that is not on file or not from an airport, please feel free to type it in or hone in on it via the red target marker on the interactive map below. You may also select “Current” if you would like to be picked up at you current location
6. Select “Drop-Off”
 - a. Repeat steps 5a. – 5c. above
 7. If you need any additional stops, click on the “Stops” button to the left of “Drop-Off”
 8. After inserting all of the information above, click “Submit” in the top right corner to enter the ride into our system

It is very important that we have your correct arrival airline and flight number as this allows us to track your flight and dispatch your vehicle accordingly to any delays or early arrivals

D. Your Ride Is Now Booked

Congratulations! A small screen will pop up with the reservation number and estimated total of the ride. Your ride is now officially booked and you have returned to the “My Limo Home” screen. *If a rate does not appear, we will email it to you shortly.*

E. To Check, Edit, or Cancel Your Ride *(Figure 5., Figure 9., Figure 10.)*

1. Select the “Active Reservations” button on the “My Limo Home” screen
 - a. To check: Any reservation booked under your profile that has not yet occurred will show up on this screen. Please note the details.
 - i. The reservation will remain “pending” until a chauffeur is assigned to your ride
 - b. To Edit
 - i. Select the reservation that needs to be edited
 - ii. Select the field that needs to be edited in the reservation and enter the updated information
 - iii. Click “Save” in the top right corner
 - c. To Cancel
 - i. Select the reservation that needs to be cancelled
 - ii. Click the “Cancel” button located at the center of the bottom of the screen
 - iii. Reconfirm on the pop up screen by selecting “Yes, cancel ride”

F. To Monitor Your Vehicle

1. Select the “Locate My Driver” button in the “My Limo Home” screen
 - a. It will show you the following when your chauffeur has been dispatched:
 - i. The reservation number
 - ii. The vehicle number
 - iii. The chauffeur’s name
 - iv. The chauffeur’s cell phone number
 - v. The vehicle location on a live map – updates in 1-5 minute increments

G. Expense Report? *(Figure 5., Figure 11.)*

2. Select the “Past Reservations” button on the “My Limo Home” screen
 - a. Select the ride that you need a receipt for
 - i. Click on the “Receipt” button in the bottom left corner
 - ii. Please note that your credit card will be charged the day of the ride. It then takes 3 business days for the credit card payment to process. It will take 3- 5 business days before you can receive your receipt.

H. Need a Rate? *(Figure 12.)*

1. Select “Rates” on the “My Limo Home” screen
 - a. Simply enter the pick-up address and drop-off address using the steps in 5a. – 5c of the “Booking A Reservation” section
 - b. If no rate appears, please call reservations at 973-887-1122 for the rate

I. I Forgot My Password... *(Figure 1.)*

1. Click the “Forgot” button in the top left corner of the initial login screen
 - a. Type in the email address linked to your app profile
 - b. A new password will be immediately emailed there for re entry
 - c. Refer to step 4 in “Setting Up Your Profile” to reset your password

J. Any Issues or Further Inquiry?

Contact Anthony DeCaro at 973-887-1122 ext. 56 or Anthony.DeCaro@Mylimo.com

Figures

Figure 1



Figure 2



Figure 3

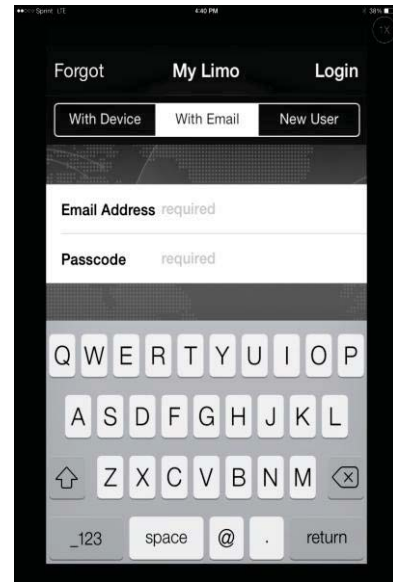


Figure 4

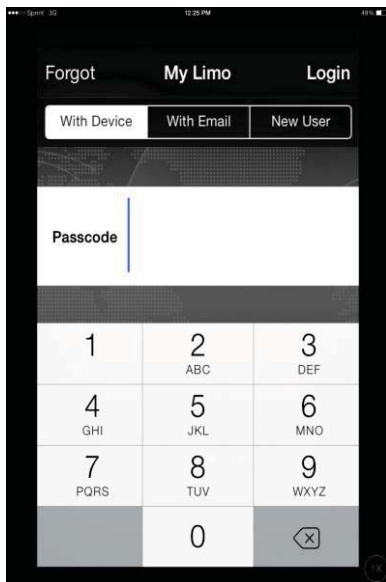


Figure 5

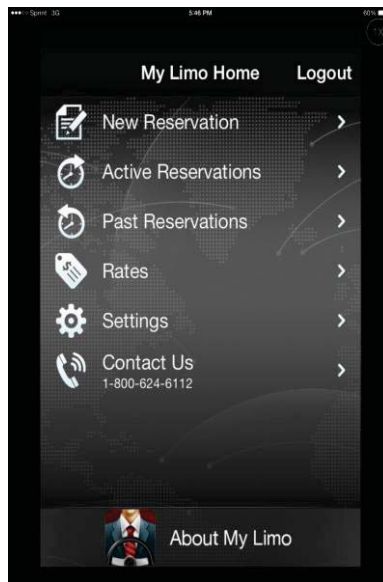


Figure 6

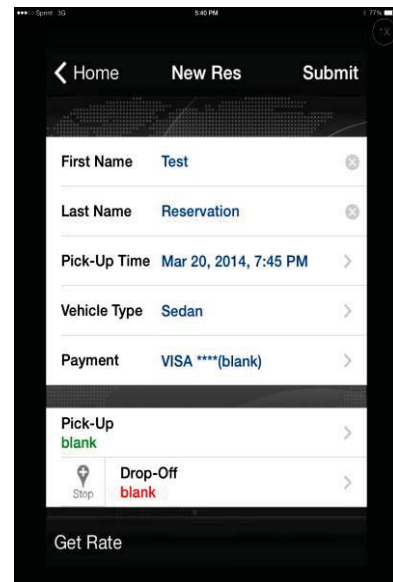


Figure 7

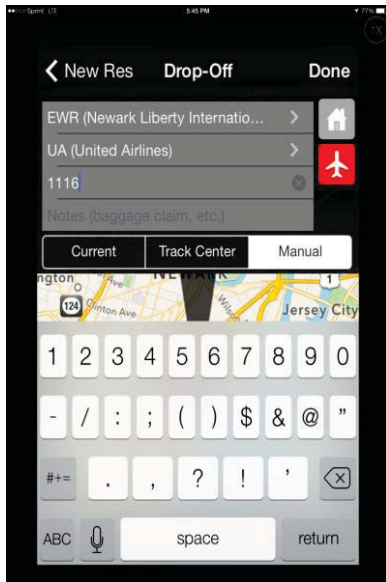


Figure 8

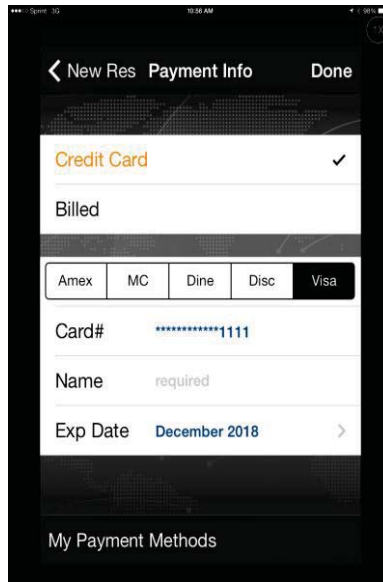


Figure 9

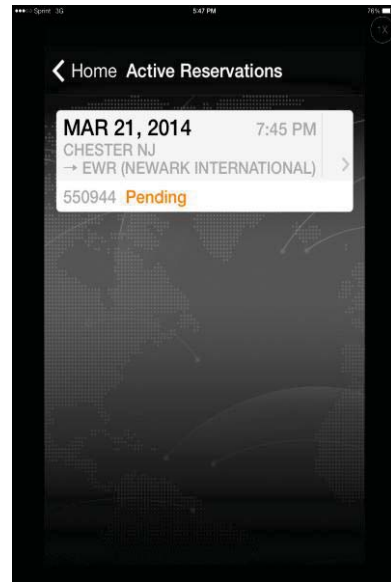


Figure 10

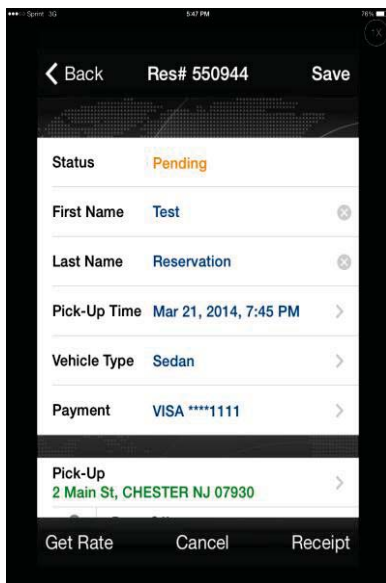


Figure 11

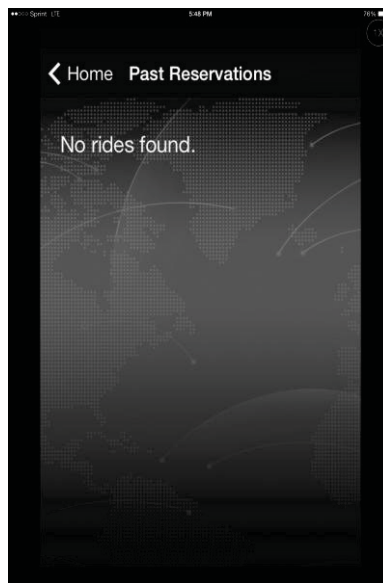


Figure 12

