

# MEARS



# CONNECT™

**QUICKSTART GUIDE**  
**TRAVEL AGENT GUIDE**

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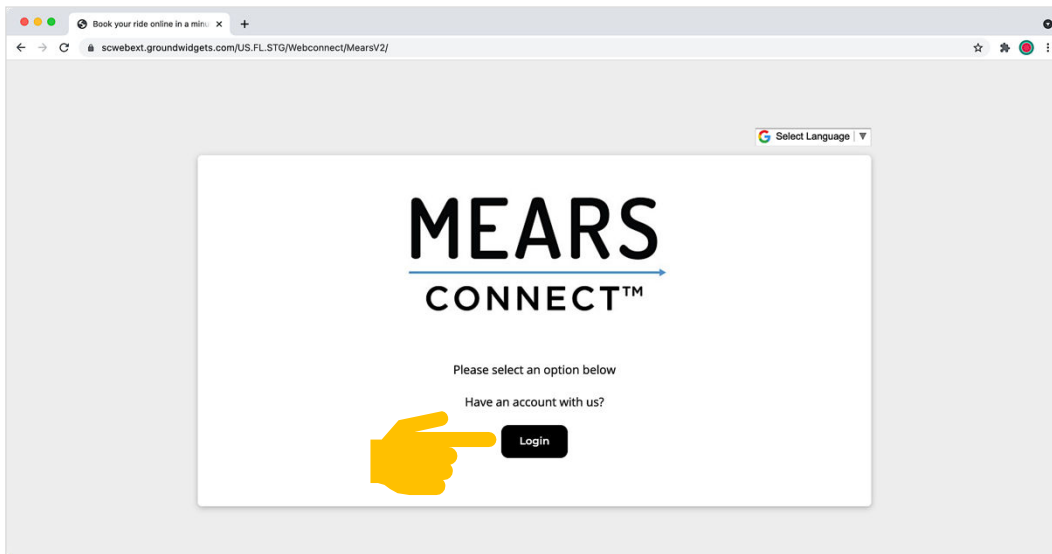
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# ACCESS MEARS WEB PORTAL

To properly use the Mears Web Portal booking system, you will need the following:

- Your **Username & Password** to log into the system.
- Mears Connect Web Portal URL: <https://reserve.mearstransportation.com>



○ If you are logging in for the **first time**, you will need to follow the steps for **Forgot Password** in the next section to set up your new password. Any prior passwords you had with Mears is no longer valid. You can also use the Forgot Password to reset your password in case you are having trouble logging in.

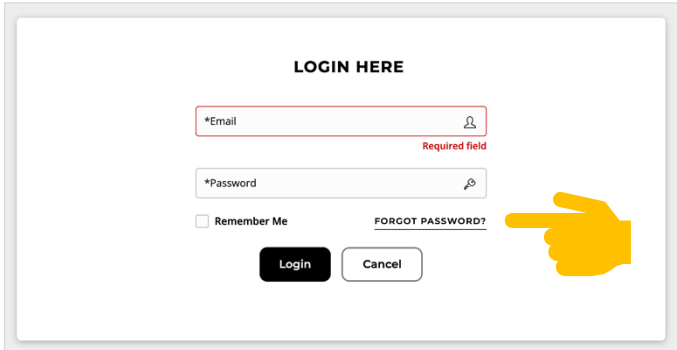
Click the **Login** button to enter your **username** and **password**.

Click **Login** when ready.

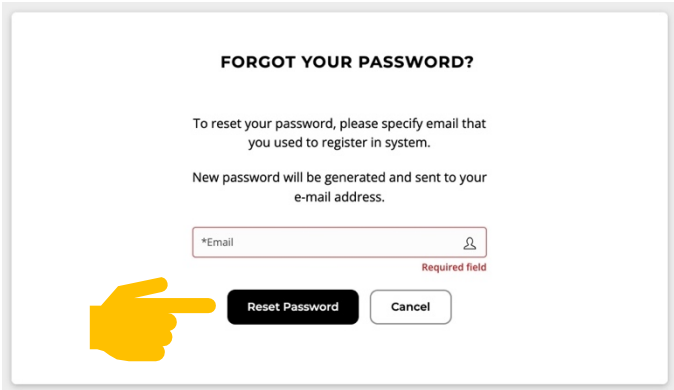
A screenshot of the Mears Connect login form. The form is titled 'LOGIN HERE' and contains two input fields: '\*Email' and '\*Password'. The '\*Email' field has a red border and a 'Required field' error message below it. Below the input fields are two checkboxes: 'Remember Me' and 'FORGOT PASSWORD?'. At the bottom of the form are two buttons: a black 'Login' button and a white 'Cancel' button.

# FORGET PASSWORD

If you do not have a password to login into the system, you must use the **Forget Password** link on the login page. You can then enter your **Email** and click **Reset Password**.



After clicking Reset Password, you will receive an email with a **Temporary Password**.



Once you receive the password, you can proceed to log into the system with the standard login process going forward.

*For more information see the previous section: [Access Mears Web Portal.](#)*

- When using Forget Password, the system will send you a temporary password. It is strongly recommended to change this password after you log in by selecting '**Change Password**' which is in the drop-down menu on the top-right corner of the site.

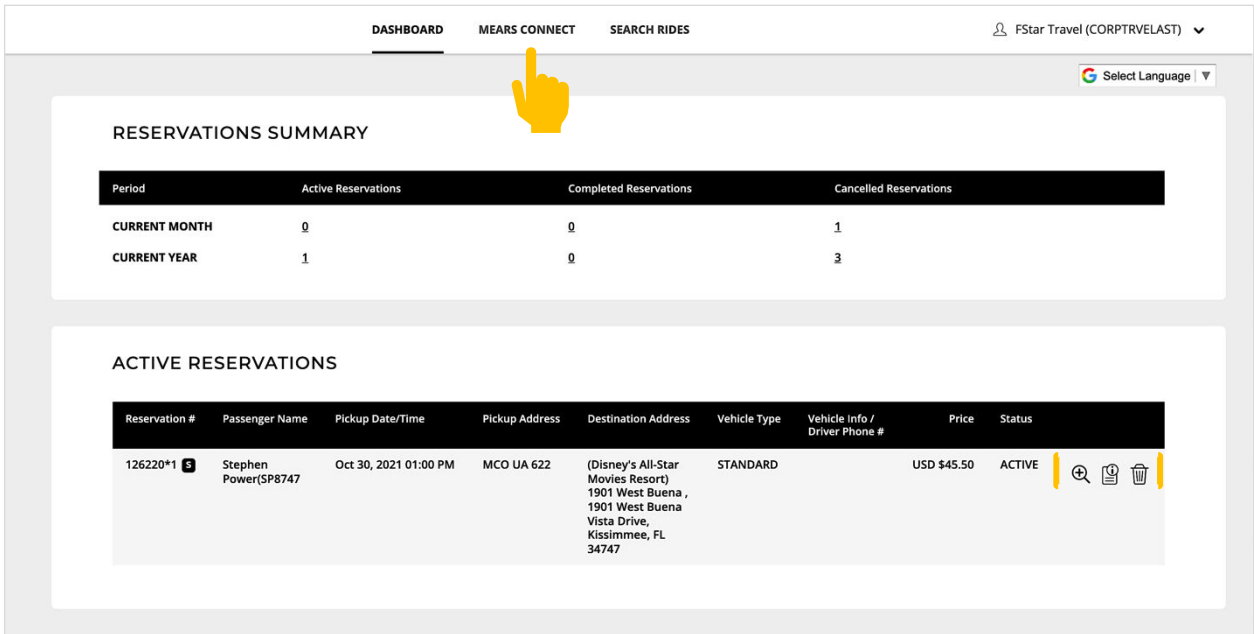
Once you login successfully, you may proceed to the Web Portal's Dashboard discussed in the next section 'Dashboard Overview'.

# DASHBOARD

After logging into the system, you will be on main Dashboard page. This page provides a summary of upcoming and active reservations as well as quick links on your most active rides.

After completing a booking, return to the Dashboard to review your reservations.

To begin booking, click the **MEARS CONNECT** link on the top menu bar.



The Dashboard's **Active Reservations** list provides controls on the right of each listed reservation. These allow you to **View**, get a **Trip Confirmation**, or **Cancel** a reservation.

0 It is not possible to Edit a reservation. To make changes to a booking, the reservation must be cancelled out and rebooked as a new booking with the correct details.

## START BOOKING

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### Select a Service

When accessing Mears Connect, the main screen will provide several service options.

As you change your selection, the Reservation Summary on the right will change with every action you take to complete your reservation. Refer to it often to confirm your ride details.

Choose the desired service, then click the **Continue** button.

The screenshot displays a two-pane interface. The left pane, titled "SELECT A SERVICE", contains four service options in a list:

- 1. Mears Connect RoundTrip - Standard Service
- 2. Mears Connect One Way From Airport - Standard Service
- 3. Mears Connect One Way To Airport - Standard Service (highlighted in black with a white checkmark)
- 4. Mears Connect Roundtrip - Express Service

At the bottom of the left pane are two buttons: "Cancel" and "Continue". The "Continue" button is highlighted with yellow vertical bars on its left and right sides.

The right pane, titled "RESERVATION SUMMARY", has a black header. Below the header, the text "SERVICE" is displayed in small letters, followed by the selected service: "3. Mears Connect One Way To Airport - Standard Service".

## Steps to Booking a Ride

After clicking Continue from the Select a Service screen, you will be at the first stage of filling out the reservation's details.

There are three more steps which are outlined above the form:

1. **Where & When**, the main reservation details.
2. **Select Vehicle**, getting a view of available vehicles and rates for the selected service.
3. **Payment & Confirm**, making your payment and completing the booking.

As you progress, the indicator on top will advance until you reach the final step.

Let's begin filling out the details for the first step, **Where & When**.

The screenshot displays the 'Where & When' booking form, which is the first step in a four-step process. The progress indicator at the top shows four steps: 1. SELECT A SERVICE, 2. WHERE & WHEN (current step), 3. SCHEDULE & VEHICLE, and 4. PAYMENT & CONFIRM. The form is divided into two main sections: 'WHERE & WHEN' and 'RESERVATION SUMMARY'.

**WHERE & WHEN**

- \*Customer (MCONN-TA-PROD) Mears Connect - T
- Location Type: **Hotel**
- \*Pickup Select Location
- Location Type: **Airport**
- \*Dropoff Select Location
- \*Airline select airline
- \*Flight #
- \*Departure Date: Select Date
- \*Departure Time: Select Time
- \*Adults:
- Children:
- Bags:

**RESERVATION SUMMARY**

Map will be loaded once you specify any location...

Buttons: Back, Cancel, Continue

## Where & When

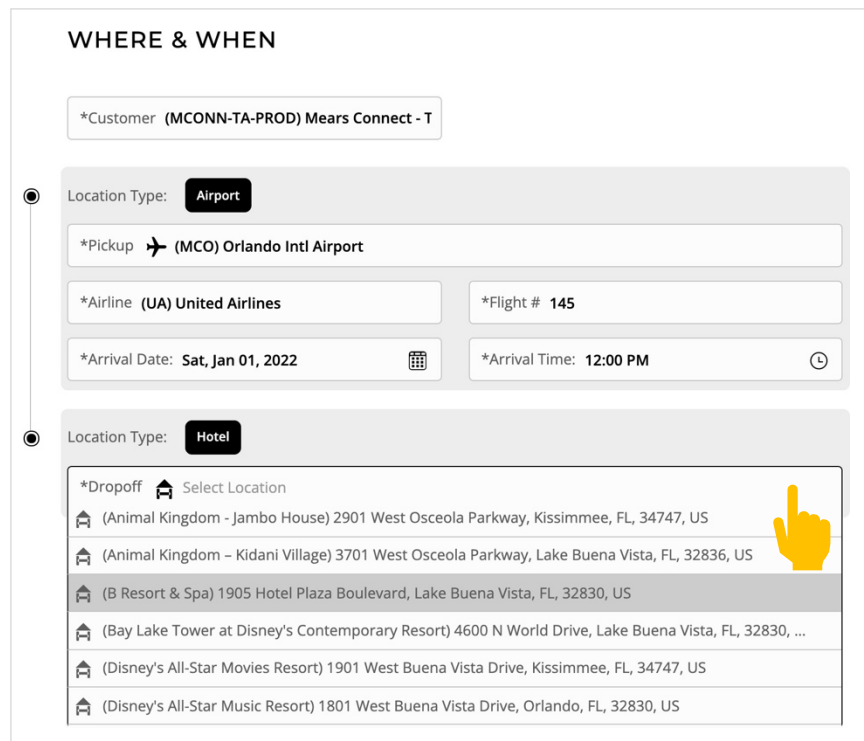
You may skip the Customer field since it will be preset by Mears Connect with an account for the Mears Connect Travel Agent. There is no further action needed for the Customer field.



The screenshot shows the 'WHERE & WHEN' section of a form. At the top, there is a text field for '\*Customer (MCONN-TA-PROD) Mears Connect - T'. Below this is a 'Location Type' section with a radio button selected for 'Hotel'. Underneath, there is a '\*Pickup' field with a house icon and the text 'Select Location'.

## Selecting Locations

To select a location, click in either the **Pickup** or **Dropoff** field which says "Select Location" to reveal the dropdown of available locations. Choose a location for both pickup and drop off.




The screenshot shows the 'WHERE & WHEN' section of a form. The 'Location Type' is set to 'Airport'. The '\*Pickup' field is populated with '(MCO) Orlando Intl Airport'. Below this are fields for '\*Airline (UA) United Airlines', '\*Flight # 145', '\*Arrival Date: Sat, Jan 01, 2022', and '\*Arrival Time: 12:00 PM'. The 'Location Type' is then set to 'Hotel', and the '\*Dropoff' field is open, showing a dropdown menu of available locations. A yellow hand icon points to the second option in the list.

*Dropoff
(Animal Kingdom - Jambo House) 2901 West Osceola Parkway, Kissimmee, FL, 34747, US
(Animal Kingdom - Kidani Village) 3701 West Osceola Parkway, Lake Buena Vista, FL, 32836, US
(B Resort & Spa) 1905 Hotel Plaza Boulevard, Lake Buena Vista, FL, 32830, US
(Bay Lake Tower at Disney's Contemporary Resort) 4600 N World Drive, Lake Buena Vista, FL, 32830, ...
(Disney's All-Star Movies Resort) 1901 West Buena Vista Drive, Kissimmee, FL, 34747, US
(Disney's All-Star Music Resort) 1801 West Buena Vista Drive, Orlando, FL, 32830, US




## Validating Details



When your **Location Type** is an Airport, you will only have MCO (Orlando International) as an option. Once you enter the Airport, Airline, Flight number, and time information, the system will validate the information.



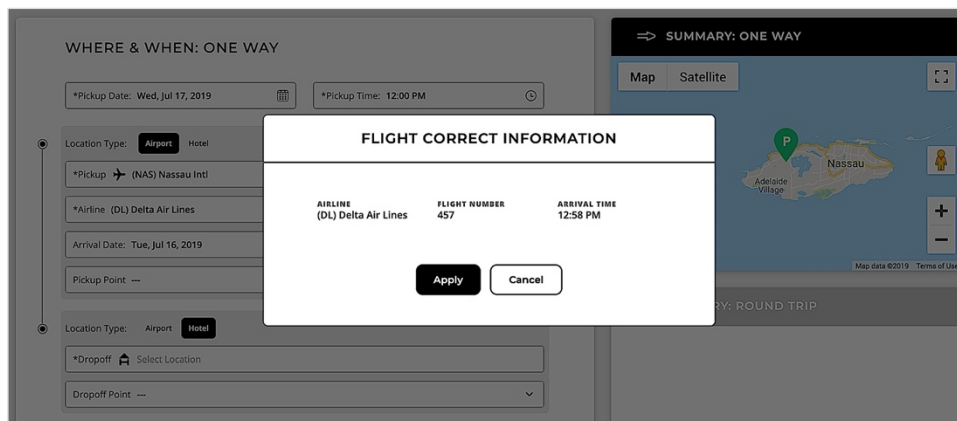
Location Type: **Airport**

\*Pickup  (MCO) Orlando Intl Airport

\*Airline **(UA) United Airlines** \*Flight # **145**

\*Arrival Date: **Sat, Jan 01, 2022**  \*Arrival Time: **12:00 PM** 


- If your flight does not validate, check your flight number and arrival or departure date. If you still cannot validate flight information, call or email Mears Connect regarding the issue you are having. All flights must be verified.



WHERE & WHEN: ONE WAY

\*Pickup Date: Wed, Jul 17, 2019 \*Pickup Time: 12:00 PM

Location Type: **Airport** Hotel

\*Pickup  (NAS) Nassau Intl

\*Airline (DL) Delta Air Lines

Arrival Date: Tue, Jul 16, 2019

Pickup Point: ---

Dropoff: Select Location

Dropoff Point: ---

SUMMARY: ONE WAY

Map Satellite

**FLIGHT CORRECT INFORMATION**

AIRLINE	FLIGHT NUMBER	ARRIVAL TIME
(DL) Delta Air Lines	457	12:58 PM

Apply Cancel

Adelaide Village Nassau

Map data ©2019 Terms of Use

ROUND TRIP

When the flight information is valid, a popup will appear as shown above. Click **Apply**.

Mears Connect requests that all flights be validated before submitting a reservation. If flight details are invalid, contact the passenger to get their flight information.

## General Details

After selecting your Dropoff Location, take note the map on the right confirming your route.

Continue below and set the number of **Passengers** and **Children** for the reservation. The setting for number of **Bags** is optional and is not required.

**WHERE & WHEN**

\*Customer (MCONN-TA-PROD) Mears Connect - T

Location Type: **Airport**

\*Pickup ✈️ (MCO) Orlando Intl Airport

\*Airline (UA) United Airlines \*Flight # 145

\*Arrival Date: Sat, Jan 01, 2022 \*Arrival Time: 12:00 PM

Location Type: **Hotel**

\*Dropoff 🏠 (Disney's Boardwalk Resort) 2101 Epcot Resorts Boulevard, Orlando, FL, 32830, US

\*Adults: 3 Children: 3 Bags: 5

**Back** **Cancel** **Continue**

**RESERVATION SUMMARY**

Map Satellite

Orlando

Universal Orlando Resort

Orlando International Airport

Disney's Boardwalk Resort

Map data ©2021 Google

Click **Continue** when you are ready.

○ If the Service you selected is a **Round-Trip** service, you will provide the reservation details in the next step.

## Round-Trip Resorts {applicable}

In case you've selected a Round-Trip service, you will need to provide details for the return. The system automatically sets most of the information from the first segment of the trip.

The return fields may differ based on what the round trip should be. If a Flight is part of your round-trip, add the outbound flight information.

The screenshot displays a two-pane interface. The left pane, titled 'WHERE & WHEN: TRIP 2 OF 2', contains a form for the return trip. It has two sections: one for a 'Hotel' pickup at 'Disney's Boardwalk Resort' and one for an 'Airport' dropoff at 'Orlando Intl Airport'. The airport section includes fields for 'Airline', 'Flight #', 'Departure Date', and 'Departure Time' (set to 12:00 PM). 'Back', 'Cancel', and 'Continue' buttons are at the bottom. The right pane, titled 'SUMMARY: TRIP 1 OF 2', shows pickup at 'Orlando Intl Airport' and arrival at '12:00 PM'. Below it, 'SUMMARY: TRIP 2 OF 2' is shown with a map of the Orlando area, a green 'P' marker for the pickup location, and a red 'D' marker for the dropoff location at the airport.

- Take note of the **Summary** information on the right-hand side of the screen. If you need to make any changes, click the **Back** button to return to the first segment of the round-trip.

Click the **Continue** button to proceed to selecting a Vehicle for your trip.

## SCHEDULE & VEHICLE

In the Vehicle Selection step, you will choose the preferred Shuttle Route. Review the times presented with each route and choose appropriately.


Click the **Continue** button to proceed to Trip 2 of 2 if you are booking a round trip.

**SELECT VEHICLE: TRIP 2 OF 2**

**Available Shuttles**

- Pickup at 9/29/2021 9:02 PM, dropoff at 9/29/2021 9:30 PM
- Pickup at 9/29/2021 9:22 PM, dropoff at 9/29/2021 9:50 PM
- Pickup at 9/29/2021 9:42 PM, dropoff at 9/29/2021 10:10 PM** ✓
- Pickup at 9/29/2021 10:02 PM, dropoff at 9/29/2021 10:30 PM

**Available Vehicle Types**

-  Standard Service with limited wait time... [more](#) ✓  
56 seats, 56 seats, USD \$88.50

**Back** **Cancel** **Continue**

**SUMMARY: TRIP 1 OF 2**

**CUSTOMER** (MCONN-TA-TEST) Mears **PROFILE** ---  
Connect - Travel Agent Test

**PICKUP** (MCO) Orlando Intl Airport **FLIGHT** UA 145 **ARRIVAL AT** 12:00 PM

**DROPOFF** (Disney's Boardwalk Resort) 2101 Epcot Resorts Boulevard, Orlando, FL, 32830, US

**SHUTTLE** Pickup at 9/25/2021 12:00 PM, dropoff at 9/25/2021 12:28 PM

**VEHICLE** Standard Service with limited wait time **BASE CHARGE** USD \$88.50

**SEGMENT PRICE** USD \$88.50

**SUMMARY: TRIP 2 OF 2**

**CUSTOMER** (MCONN-TA-TEST) Mears **PROFILE** ---  
Connect - Travel Agent Test

**PICKUP** (Disney's Boardwalk Resort) 2101 Epcot Resorts Boulevard, Orlando, FL, 32830, US

**DROPOFF** (MCO) Orlando Intl Airport **FLIGHT** UA 445 **DEPARTURE AT** 12:00 AM

**SHUTTLE** Pickup at 9/29/2021 9:42 PM, dropoff at 9/29/2021 10:10 PM

**VEHICLE** Standard Service with limited wait time **BASE CHARGE** USD \$88.50

**SEGMENT PRICE** USD \$88.50

○ Take a moment to review the **Reservation Summary** area on the right side of the screen if needed.

# PAYMENT & CONFIRM

The final step to reserving the trip is to add the main passenger’s contact details and set a valid credit card for payment. If a **wheelchair** is needed, use the option under Extra Services.

1 — 2 — 3 — 4  
SELECT A SERVICE      WHERE & WHEN      SCHEDULE & VEHICLE      PAYMENT & CONFIRM

### PAYMENT & CONFIRM

**Passenger Info**

\*First Name  \*Last Name

\*Mobile Phone  \*Email

Contact Name  Contact Phone

Contact Email

**Reference Information**

PO/Reference #

**Extra services**

Wheelchair

**Payment Option**

\*Payment Option  Select Card

\*Credit Card  MM / YY CVV

\*Card Holder Name  \*Card Billing Postal Code

SUMMARY: TRIP 1 OF 2

CUSTOMER (MCONN-TA-PROD) Mears Connect - Travel Agent Production

<b>PICKUP</b> (MCO) Orlando Intl Airport	<b>FLIGHT</b> UA 145	<b>ARRIVAL AT</b> 12:00 PM
<b>DROPOFF</b> (Disney's Boardwalk Resort) 2101 Epcot Resorts Boulevard, Orlando, FL, 32830, US		
<b>PASSENGER NAME</b>	<b>MOBILE PHONE</b>	
---	---	
<b>PAYMENT OPTION</b> Credit Card	<b>CC NUMBER</b> ---	
<b>SHUTTLE</b> Pickup at 1/1/2022 12:00 PM, dropoff at 1/1/2022 12:28 PM		
<b>VEHICLE</b> ---	<b>BASE CHARGE</b> USD \$88.50	
<hr/>		
<b>SEGMENT PRICE</b>	USD \$88.50	

SUMMARY: TRIP 2 OF 2

CUSTOMER (MCONN-TA-PROD) Mears Connect - Travel Agent Production

**PICKUP**  
(Disney's Boardwalk Resort) 2101 Epcot Resorts Boulevard, Orlando, FL, 32830, US

<b>DROPOFF</b> (MCO) Orlando Intl Airport	<b>FLIGHT</b> UA 541	<b>DEPARTURE AT</b> 12:00 PM
<b>PASSENGER NAME</b>	<b>MOBILE PHONE</b>	
---	---	
<b>PAYMENT OPTION</b> Credit Card	<b>CC NUMBER</b> ---	
<b>SHUTTLE</b> Pickup at 1/7/2022 9:42 AM, dropoff at 1/7/2022 10:10 AM		
<b>VEHICLE</b> Standard Service with limited wait time	<b>BASE CHARGE</b> USD \$88.50	
<hr/>		
<b>SEGMENT PRICE</b>	USD \$88.50	

**TOTAL PRICE**      **USD \$177.00**

I agree to the Terms & Conditions

When ready, check the box for “**I agree to the Terms & Conditions**” and then click **Submit**.

## Confirmation Email

After clicking the **Create** button to reserve a ride, the confirmation page will appear with a prompt to send the trip details to an email address.

Separate additional emails with a **semi-colon** ( ; ) before clicking **Send**. You may also click **Cancel** to dismiss the prompt if you choose not to email the confirmation.

The image shows a 'SEND TRIP CONFIRMATION' dialog box overlaid on a reservation summary page. The dialog box prompts the user to specify recipients (emails) and includes a text input field with 'rva@groundwidgets.com' entered. The background shows two reservation summaries: 'SUMMARY: ONE WAY' and 'SUMMARY: ROUND TRIP'. The 'ONE WAY' summary includes details for reservation 1065\*1 on Tuesday, July 16, 2019, for pickup at (NAS) Nassau Intl and dropoff at (SLS BAHA MAR) 1 Baha Mar Boulevard. The 'ROUND TRIP' summary includes details for reservation 1065\*2 on Friday, July 19, 2019, for pickup at (SLS BAHA MAR) 1 Baha Mar Boulevard and dropoff at (NAS) Nassau Intl. Both summaries show a pickup time of 12:00 PM and an arrival/departure time of 12:58 PM. The dialog box has 'Send' and 'Cancel' buttons.

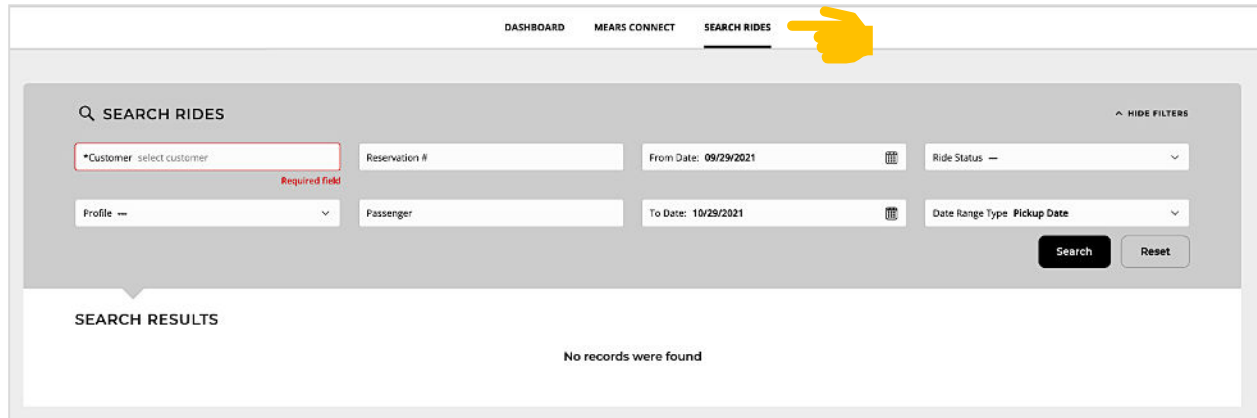
After clicking **Send** for your Trip Confirmations, you will be able to review the reservation details again or **Print** them out.

If no further action is needed, click the **Close** button to return to the Service Selection screen.

- You can always resend trip confirmations from the Dashboard or the Search screen using the Trip Confirmation icon in the list of active or searched rides.

## SEARCH RIDES

The Search Rides screen allows you to find booked reservations based on any date range, ride status, passenger, and reservation number.

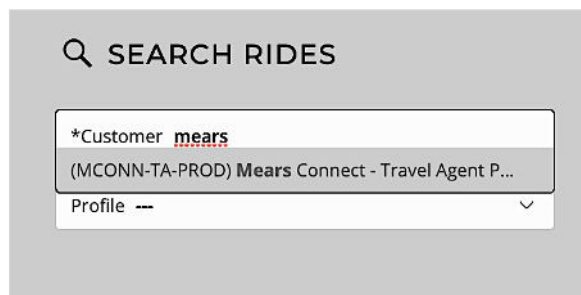


The screenshot shows the 'SEARCH RIDES' interface. At the top, there are navigation tabs: 'DASHBOARD', 'MEARS CONNECT', and 'SEARCH RIDES', with a yellow hand icon pointing to the 'SEARCH RIDES' tab. Below the tabs is a search form with the following fields: '\*Customer select customer' (with a red border and 'Required Field' label), 'Reservation #', 'From Date: 09/29/2021', 'Ride Status', 'Profile', 'Passenger', 'To Date: 10/29/2021', and 'Date Range Type: Pickup Date'. There are 'Search' and 'Reset' buttons. Below the form, the 'SEARCH RESULTS' section displays 'No records were found'.

- Searching by date range provides an additional option, **Date Range Type**. This field controls whether the dates used should be based on the Pickup Date or the date the ride was Created On.

### Customer

When using the Search Rides tool, the Customer is the only required field. Use the field to search for "mears" and then select the Mears Connect option.




This close-up shows the '\*Customer' search field. The text 'mears' is entered, and a dropdown menu is open showing the option '(MCONN-TA-PROD) Mears Connect - Travel Agent P...'. Below the dropdown is the 'Profile' field.

The **Profile Field** is not used and there are no options available in the dropdown.

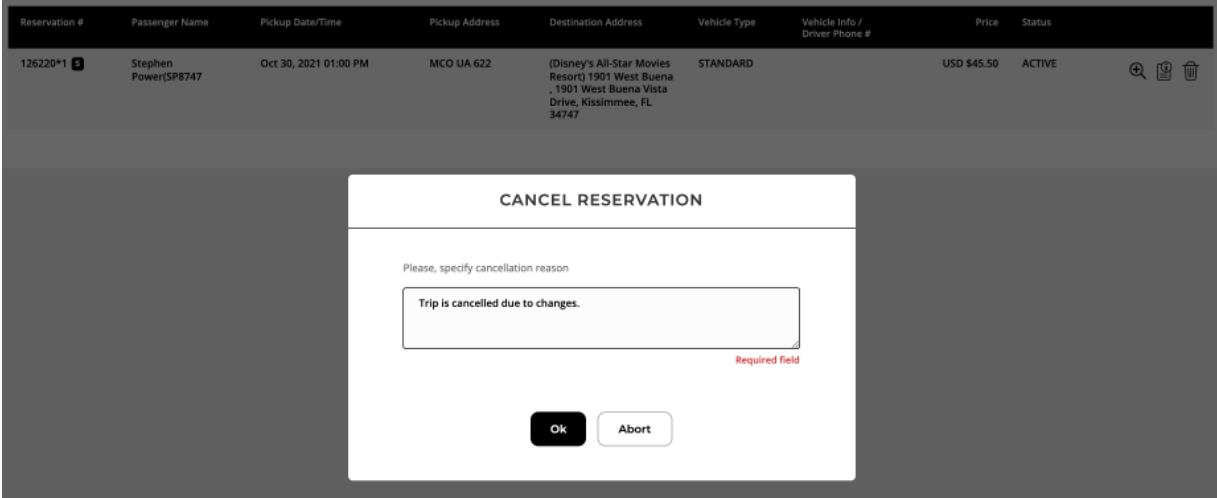
# CANCEL RESERVATIONS

Cancelling reservations can be done from either the Dashboard or Search Rides screen. Both present a list of reservations with the same options View, Trip Confirmation, and Cancel.

Reservation #	Passenger Name	Pickup Date/Time	Pickup Address	Destination Address	Vehicle Type	Vehicle Info / Driver Phone #	Price	Status	
126220*1	Stephen Power(SP8747)	Oct 30, 2021 01:00 PM	MCO UA 622	(Disney's All-Star Movies Resort) 1901 West Buena Vista Drive, Kissimmee, FL 34747	STANDARD		USD \$45.50	ACTIVE	

The Cancel button is represented by a Trashcan, when **Cancel** is clicked, a popup will appear that allows users to add a reason for the cancellation.

Enter a cancellation reason and click **Ok**. You will receive a new email confirmation for the reservation which has been cancelled. If you do not receive a confirmation of your cancellation, contact Mears Connect to resolve the issue.



Reservation #	Passenger Name	Pickup Date/Time	Pickup Address	Destination Address	Vehicle Type	Vehicle Info / Driver Phone #	Price	Status
126220*1	Stephen Power(SP8747)	Oct 30, 2021 01:00 PM	MCO UA 622	(Disney's All-Star Movies Resort) 1901 West Buena Vista Drive, Kissimmee, FL 34747	STANDARD		USD \$45.50	ACTIVE

**CANCEL RESERVATION**

Please, specify cancellation reason

Required field

**Ok** **Abort**

0 The cancel reason is required to process the cancelling of reservations.



## TRAVEL AGENT NOTES

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- Payment is by Credit Card only
- Flights need to be validated
- Bookings start after January 1, 2022 – it is not possible to reserve trips for schedules prior to January 1, 2022
- Travel Agents IATA code will be prepopulated to the PO Ref# field
- The Web Portal does not support any edits to existing reservations. If you need to change a reservation you must cancel the existing reservation and book a new reservation with your changes.