

MEARS

GLOBAL CHAUFFEURED
SERVICES®

QUICKSTART GUIDE
TRAVEL AGENT GUIDE

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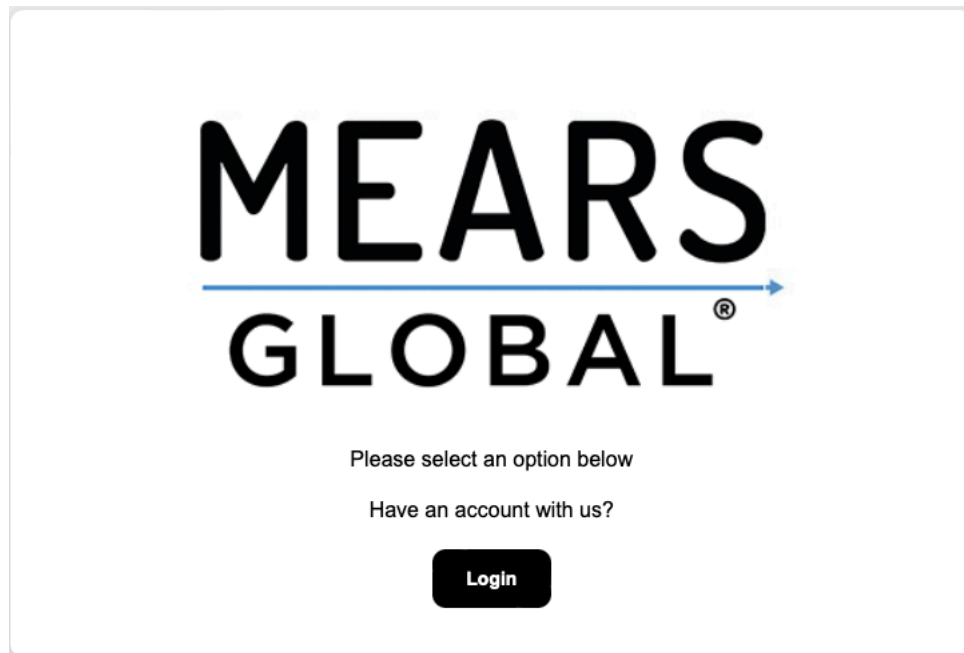
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ACCESS MEARS WEB PORTAL

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

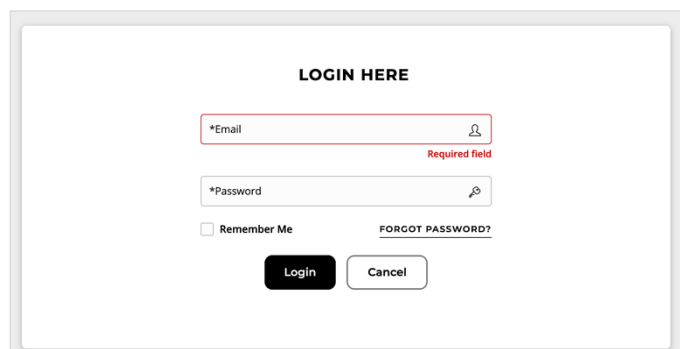
- Your **Username & Password** to log into the system.
- Mears Connect Web Portal URL: <https://reserve.mearstransportation.com>



- 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 Any prior passwords you had with Mears is no longer valid.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.

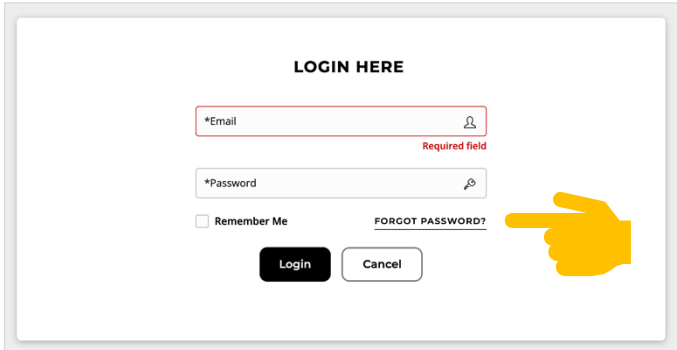
Click the **Login** button to enter your **username** and **password**.

Click **Login** when ready.

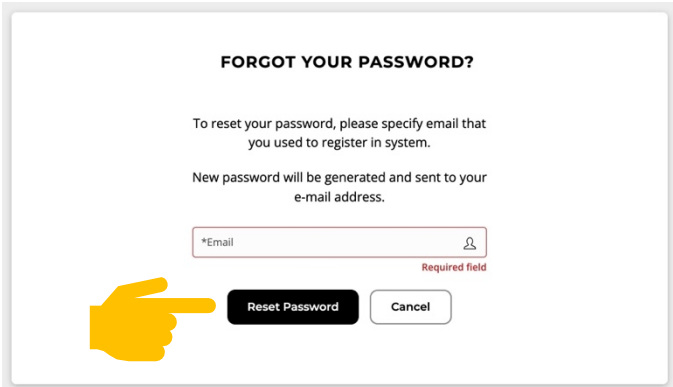
The image shows a login form titled "LOGIN HERE". It contains two input fields: "*Email" and "*Password". The "*Email" field has a red border and a small person icon on the right, with the text "Required field" below it. The "*Password" field has a small key icon on the right. Below the input fields, there is a checkbox labeled "Remember Me" and a link labeled "FORGOT PASSWORD?". At the bottom, there are two buttons: a black "Login" button and a white "Cancel" button with a black border.

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 screenshot shows the top navigation bar with links: DASHBOARD, BOOK A RIDE, SEARCH RIDES, PRICE QUOTE, and QUICK RECEIPT. On the right, there is a user profile for 'FStar Travel (CORPTRVELAST)' and a 'Select Language' dropdown.

The main content area is titled 'RESERVATIONS SUMMARY' and contains a table with the following data:

Period	Active Reservations	Completed Reservations	Cancelled Reservations
CURRENT MONTH	0	0	0
CURRENT YEAR	0	0	1

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.

○ 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

After clicking Book A Ride from the header, 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. At the top, there are three progress indicators: 1. WHERE & WHEN (active), 2. SELECT VEHICLE, and 3. PAYMENT & CONFIRM. The form is divided into two main sections. The left section, titled 'WHERE & WHEN', contains the following fields and controls:

- Service type: TRANSFER (selected) and HOURLY.
- *Customer: dropdown menu.
- Profile: dropdown menu.
- *Pickup Date: Select Date (calendar icon).
- *Pickup Time: Select Time (clock icon).
- Location Type: Search All, Address, Airport (selected), Landmark.
- *Pickup: Enter location (location pin icon).
- *Airline: select airline.
- *Flight #: text input.
- Arrival Time: clock icon.
- Location Type: Search All (selected), Address, Airport, Landmark.
- *Dropoff: Enter location (magnifying glass icon).
- + ADD STOP button.
- *Travellers: 1 (with minus and plus buttons).
- Kids: (with minus and plus buttons).
- Bags: (with minus and plus buttons).
- Cancel button.
- Continue button.


The right section, titled 'CREATE NEW RESERVATION (TRANSFER)', contains the text: 'Map will be loaded once you specify any location...'.

Validating Details



When your **Location Type** is an Airport, you have the option for any airport as an option. Once you enter the Airport, Airline, Flight number, and time information, the system will validate the information.



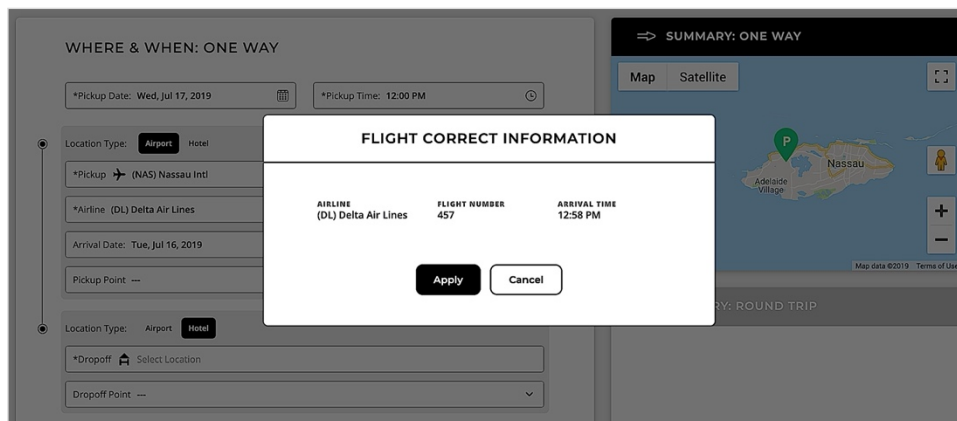
Location Type: **Airport**

*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: ---

Location Type: **Airport** Hotel

*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**

Map data ©2019 Terms of Use

Adelaide Village Nassau

BY: ROUND TRIP

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

Mears Global requests that all flights be validated before submitting a reservation.

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

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.

SCHEDULE & VEHICLE

In the Vehicle Selection step, you will choose the preferred vehicle type.

Click the **Continue** button to proceed.

The screenshot displays a web interface for booking a ride. At the top, there are navigation tabs: "BOOK A RIDE", "PRICE QUOTE", and "QUICK RECEIPT". A "Login" button is in the top right corner. A progress bar below the tabs shows three steps: 1. WHERE & WHEN, 2. SELECT VEHICLE (current step), and 3. PAYMENT & CONFIRM.

The "SELECT VEHICLE" section on the left lists three options:

- STANDARD SEDAN**: Price USD \$124.00, 3 seats, 4 doors.
- STANDARD SUV**: Price USD \$155.00, 5 seats, 6 doors.
- STANDARD VAN**: Price USD \$155.00, 8 seats, 10 doors.

Buttons for "Back", "Cancel", and "Continue" are at the bottom of this section.

The "CREATE NEW RESERVATION (TRANSFER)" section on the right shows reservation details:

- PICKUP DATE**: Thursday, December 15, 2022
- PICKUP TIME**: 12:00 PM
- PICKUP**: (MCO) Orlando Intl Airport
- FLIGHT**: VS 75
- ARRIVAL AT**: 03:05 PM
- DROPOFF**: Disney's Art of Animation Resort, Animation Way, Lake Buena Vista, FL, USA
- VEHICLE**: ---

The **ESTIMATED PRICE** is USD \$0.00.

○ 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.

1 WHERE & WHEN **2** SELECT VEHICLE **3** PAYMENT & CONFIRM

PAYMENT & CONFIRM

Passenger Info

*First Name *Last Name

Mobile Phone Email

Contact Name Contact Phone

Contact Email Alias/Name Sign

Payment Option

*Payment Option **Credit Card**

*Credit Card Card Number MM / YY CVV

*Card Holder Name *Card Billing Postal Code

Special Instructions

Instructions

Back **Cancel**

CREATE NEW RESERVATION (TRANSFER)

PICKUP DATE Thursday, December 15, 2022 **PICKUP TIME** 12:00 PM

PICKUP (MCO) Orlando Intl Airport **FLIGHT** VS 75 **ARRIVAL AT** 03:05 PM

DROPOFF Disney's Art of Animation Resort, Animation Way, Lake Buena Vista, FL, USA

VEHICLE STANDARD SEDAN **USD \$124.00**

PASSENGER NAME --- **MOBILE PHONE** ---

PAYMENT OPTION Credit Card **CC NUMBER** ---

ESTIMATED PRICE **USD \$124.00**

I agree to the Terms & Conditions **Submit**

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

Confirmation Email

After clicking the **Submit** 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 screenshot shows a reservation summary for a one-way trip (left) and a round-trip (right). A modal titled "SEND TRIP CONFIRMATION" is overlaid on the page. The modal contains the following text: "Please, specify recipients (emails). You can specify multiple email addresses. Email addresses should be separated by ";" character." Below this text is a text input field containing the email address "rva@groundwidgets.com". At the bottom of the modal are two buttons: "Send" and "Cancel".

Field	Value
RESERVATION NUMBER	1065*1
SERVICE	SLS Airport Roundtrip - SUV
PICKUP DATE	Tuesday, July 16, 2019
PICKUP TIME	12:00 PM
PICKUP	(NAS) Nassau Intl DL 457
ARRIVAL AT	12:58 PM
PICKUP POINT	Customs Exit Door
DROPOFF	(SLS BAHA MAR) 1 Baha Mar Boulevard, Nassau, New Providence, 99999, BS
ADULTS	2
CHILDREN	2
PASSENGER NAME	RJ Starsky
MOBILE PHONE	(201) 923-9838
EMAIL	rvela@groundwidgets.com
CONTACT NAME	RJ
CONTACT PHONE	---
CONTACT EMAIL	---
SPECIAL INSTRUCTIONS	---
PAYMENT OPTION	Credit Card
CC NUMBER	****1111
CC HOLDER	RJ
CC EXPIRY	12 / 2022
BILLING POSTAL CODE	07047
VEHICLE	---
BASE CHARGE	USD \$
SEGMENT PRICE	USD \$

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.

- 0 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.

DASHBOARD BOOK A RIDE **SEARCH RIDES** PRICE QUOTE QUICK RECEIPT FStar Travel (CORPTRVELAST) Select Language

Q SEARCH RIDES ^ HIDE FILTERS

*Customer Reservation # From Date: 12/01/2022 Ride Status

Profile Passenger To Date: 12/31/2022 Date Range Type: Pickup Date

Search Reset


SEARCH RESULTS

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.

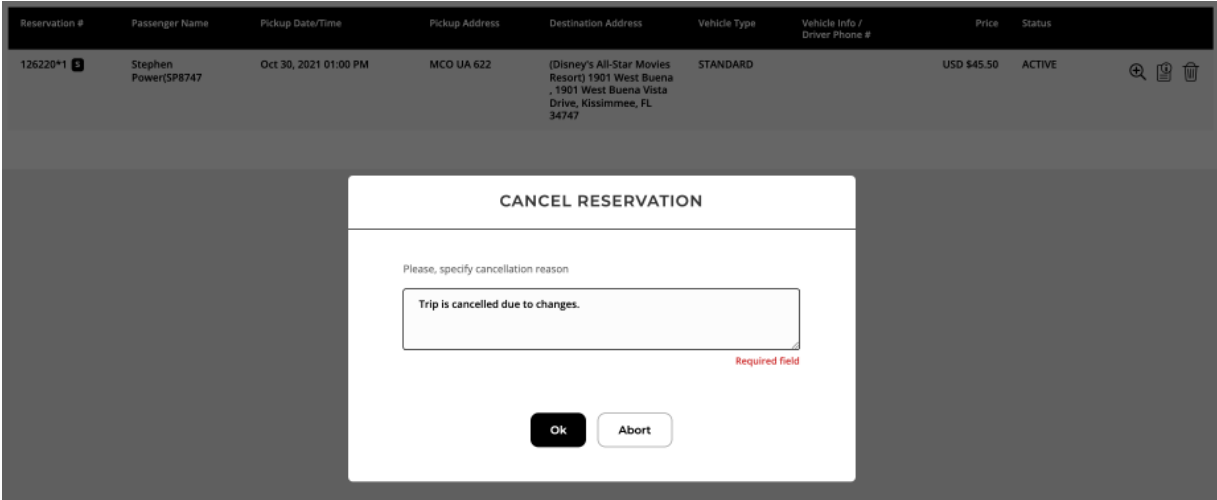
CANCEL RESERVATIONS


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.



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.

- Payment is by Credit Card only
- Flights need to be validated
- Travel Agents IATA code will be prepopulated to the PO Ref# field.