

FAQs to your Premium-Transfer

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Now with
10%
commission

Product overview

1. What is the difference between Sixt rides, Sixt mydriver and Sixt Chauffeur?

With a broad product portfolio we would like to offer a transfer service for every possible occasion.

Sixt rides - is a convenient airport pick up service for those who just need a secured ride from one destination to another. Sixt mydriver – is an excellent service for casual business and leisure travelers who value reliable service, flexibility and comfort at reasonable prices. Sixt Chauffeur – is our first-class service meeting individual customer needs and offering an unforgettable transfer experience with brand new limousines, professionally trained chauffeurs and complementary refreshments and magazines.

2. What are the differences between the booking classes?

The main difference between the booking classes are vehicle and driver standards, complementary waiting time as well as number of passengers and luggage items. You can see the main differences on our website as well.

3. What is mydriver and which advantages does it offer to my customer?

mydriver is an international premium transfer service with fixed prices. It is bookable in over 150 cities in more than 35 countries worldwide. Your customer benefits from premium cars with a high-quality design, first-class service by professional drivers including personal pick-up at the gate, cashless payments by credit card or via invoice to the travel agency, and simple processes via electronic invoicing.

4. Which advantages do I have as a travel agency?

mydriver is the ideal supplement for every business or leisure trip. It can be offered for airport transfers as well as for many other transfer situations such as from the hotel to an exhibition, from a meeting to an event location, and similar trips. Besides the international availability you will benefit from a transparent and fast booking process and a reliable service quality, which will inspire your customers. Because of the fixed prices upfront, this top value service can be placed easily within the sales conversation.

Another competitive advantage is the free waiting time in case of a delay of the passenger or plane. The complementary waiting time depends on the booked class and type of a transfer. For airport pick-ups the complementary waiting time starts with the time of arrival of the plane (if the flight number is stated in the booking). Otherwise the complementary waiting time starts with the selected pick up time.

5. How much commission do I receive as a travel agency and is the percentage always the same?

For a successfully completed ride you will receive 10% commission on the net fare (excluding VAT). The commission level is independent of the country, car category and booked ride type (distance or hourly).

6. Do I get a travel agent discount for my private rides?

Travel agents get a 10% discount for all private rides. Ask for your registration link by sending an e-mail with your first and last name as well as your Sixt Agency and/or IATA-number to travelagency@sixt.com. With the provided link you can create your own private mydriver account in which the discount will be stored automatically.

Registration

1. How can I register my travel agency for mydriver?

Register your travel agency in a fast and convenient way via our website:

<http://www.mydriver.com/en/travelagency>

Note: Please do not register your travel agency by yourself on the standard mydriver registration page! Our system will not know that you are a travel agency.

2. Which information is needed for the registration?

For your registration you need your Sixt agency number or IATA number.

Additionally, you will need the company contact and bank details for commission payments. You can choose whether your mydriver account will be activated for payments via invoices and/or credit card.

3. How do I receive my login credentials?

After your account is created you receive a registration link via email to the email address you indicated where you can create your individual agency login and set up a password. The registration process is now completed.

you can find a button where you can choose between 5 languages.

3. What does the start page show after I am logged in?

The start page shows the "Profile" button where you can edit your favorite means of payment, billing information and agency login details. Also, you can view your past and upcoming rides. Moreover, you also see the first step of a booking funnel where you can make your reservation.

4. Can I change or cancel the displayed rides?

Upcoming distance rides can be cancelled free of charge 1 hour prior to a ride but not edited. If you need to edit your existing booking we kindly ask you to cancel the booking and create a new one.

5. In which cities can I book mydriver?

By now mydriver is available in over 150 cities in more than 35 countries. Amongst others Milan, Paris, Munich, Berlin, Vienna, Copenhagen, London, Monaco, Amsterdam, Barcelona and Madrid.

6. Which languages do the drivers speak?

The driver speaks the local language and mostly also English.

7. Can I book a ride on short notice?

Because of the logistical effort an advanced booking time of at least one hour is required. We recommend booking your rides in advance.

Booking

1. Where can I find the travel agency booking-process?

As a travel agency, please use the regular login on the mydriver website www.mydriver.com in the top right corner of the website. Use your travel agency login details as well as your individual password that you have created.

2. Can I change the language for the booking-process?

Next to the item "Profile" at the top right side

Booking

8. What is the difference between a destination and an hourly booking?

For a destination ride, the start and end address must be given and the customer will be driven to his destination on the fastest route. For hourly bookings the customer can choose his destinations spontaneously during the booked time. The destination address is not necessary for the booking. Only the start address and the desired journey time are required. Each hour includes 25 free kilometers. If more than 25 kilometers are driven every other kilometer will be charged. The conditions can be found on <https://www.mydriver.com/en/bookingconditions>. Please note that rents on an hourly basis are only possible in urban areas.

9. Are the vehicles in a car category always the same?

The displayed vehicles are examples for their car category. Within one car category other models of the same class from other car manufactures are possible. In the category Standard Class, the BMW 5 series is shown as an example vehicle. Other examples in this category would be the Mercedes-Benz E-Class, Audi A6 or similar.

10. How much do prices vary for the same route depending on time or weekdays?

The prices may vary depending on season, pre-booking time and actual demand.

11. When do I choose "I am the passenger" and when "I want to book for another person"?

When you book for a customer please add your customer as a passenger with passenger contact information. This ensures that the customer and you as a travel agency receive the correct information and invoice. Each passenger you book a ride for is saved in your agency profile. Therefore, you can see for which person you have already

booked a ride and you can choose a passenger from a list for the next booking directly without inserting the name and the email address again.

12. Is the mobile number of the associated person stored?

The name, surname and the email address of the passenger are stored as a package. The mobile number should be entered once again. Note: Please do not forget to check if the correct mobile number of the customer is provided.

13. What are examples for important information for the driver?

Examples:

„A child seat is needed.“

„The passenger is restricted in his mobility.“

„The passenger only speaks English.“

14. Can I edit or delete existing invoice addresses?

You can change or delete invoice addresses in the menu item "Profile" → "Settings" → "Billing Address(es)". Here you can set your default favorite billing address. Note: To change the billing address for collective payments please contact us via email to travelagency@mydriver.com.

15. Why can I choose a separate billing address in my invoice account?

The collective invoice for the travel agency will be sent to your indicated email address. It will be issued to your stated invoice address. The collective invoice contains all the individual invoices.

16. Can I pay with my agency credit card on a normal credit card account?

Yes, you can pay the ride also with your agency credit card. In general Visa, Master Card and American Express credit cards are accepted.

Booking

17. Will my credit card be authorized for a mydriver booking and when will it be charged?

To ensure that your credit card is covered mydriver will collect an authorization for the estimated costs in advance. In case of a cancellation the authorized amount will be unblocked. In general, the credit card will be charged within the next business day after the ride is completed.

18. How can existing credit cards be proposed to me?

In the menu item "Profile" → "Settings" → "Payment Method(s)" you can add credit cards to your profile. These will be proposed to you in the next booking. You can also delete existing credit cards there.

19. Can I retrieve credit card information of my customers in my profile?

Yes, if a credit card has been added to the profile or used in the booking the system proposes to use the card for further bookings. Of course the data will only be shown in an encrypted form. You can manage the credit cards in your profile.

20. Can I change the payment method within my account?

Yes, we can request to have it changed. Please contact us via email at travelagency@mydriver.com with your travel agency number and we will change your payment settings.

21. Can I see a summary of my booking before I finish the booking process?

On the left side of your screen you will see your booking summary. Here you can also make adjustments before you complete your booking.

22. Is my customer able to collect miles?

Yes, in the last step of the booking process you can enter a frequent flyer number. The

customer will be rewarded with 3 Miles per Euro of the invoice total. After the end of each ride, miles will automatically be credited – latest 6 weeks after the end of your ride.

23. Can I add references like a cost center, employee ID or description to the booking?

Yes, we can do it on request. Please contact us via email to travelagency@mydriver.com with your travel agency number and we will update your profile.

After the Booking

1. Who receives the booking confirmation?

After the booking you automatically receive the booking confirmation via email. It will be sent to the email address which you used to create your account. Your customer also receives a booking confirmation without the ride price. It will be sent to the email address that was provided by the travel agent in the booking.

2. Is the price visible for the customer in the booking confirmation?

In the booking confirmation sent to your customer the price is not shown.

3. Does the customer receive further information regarding the driver?

Your customer will receive an email with the contact details of the driver one hour before the start of the ride.

4. Can I cancel a booked ride free of charge?

A distance ride can be cancelled free of charge up to one hour in advance. Changes or cancellations that are proposed directly to the driver cannot be considered.

After the Booking

5. Which costs occur for cancellations within one hour before departure?

In case of a cancellation later than 12 hours for an hourly ride and 60 minutes before a transfer ride a fee will be charged. For details please visit

<https://www.mydriver.com/en/bookingconditions>.

process-optimized with electronic invoicing. The invoice will be sent via email and a paper based receipt is not handed out on-site.

During the Ride

1. How long does the driver wait in case of a delay and is this associated with costs?

If you provided the correct flight number the driver will wait until the touch ground of the plain and extra free waiting time according to a booking class. For more information please check our webpage

<https://www.mydriver.com/en/bookingconditions>.

2. What happens if the mydriver driver is late or the mydriver transfer cannot be carried out?

If in exceptional cases the ride cannot be carried out, mydriver will get in touch with a contact person directly and try to find an alternative.

3. Does the customer need a means of payment on-site?

The payment is conducted after the ride via the stored credit card or on account. Your customer does not need any means of payment locally.

4. Are tips expected by the driver?

mydriver journeys cover all the costs for the ride. This includes also the drivers' tip. If your customers are extremely satisfied with the performance, they are free to thank the driver by an extra tip.

5. Does my customer receive a receipt on-site?

The billing is environmental friendly and

After the Ride

1. How does a collective invoice look like? (only relevant for invoice-based accounts)

The collective invoice consists of a cover page which shows a summary of the total amount that has to be settled, a detailed overview of all rides as well as individual invoices for each ride.

2. When do I receive a collective invoice? (only relevant for invoice-based accounts)

The collective invoice will be sent out once a month (beginning of the month) to your contact email address.

3. How long is the term of payment? (only relevant for invoice-based accounts)

The invoice amount must be paid within 14 days.

4. When does the customer receive his invoice? (only relevant for credit card based accounts)

For a booking with credit card the agency receives an invoice within the next hours after the ride via email to the stated address.

5. When will the customer's credit card be charged? (only relevant for credit card based accounts)

The credit card will be charged within the next 24 hours after the ride.

After the Ride

6. When do I receive my commission?

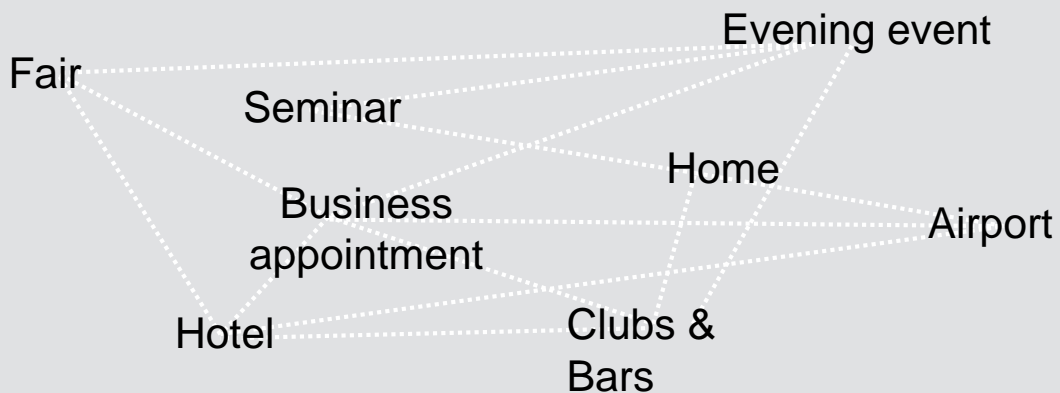
Commissions will be paid once a month to your stated bank account. Please keep in mind that commissions can only be transferred with a total cumulated amount of at least 50 EUR. If you have commissions of less than 50 EUR in a specific month, your commissions will be added up and transferred to your bank account in the month in which you reach 50 EUR.

7. Do I receive a commission statement?

For every commission payment you also receive a commission statement with the exact amount. It is sent to you via email to your stated email address.

8. Do I receive a reporting to see how many rides I have already booked?

Gladly we can provide you with a reporting on request. Therefore, please send an email to travelagency@mydriver.com.



Inspire your customers with our top value services!
Login now and book at www.mydriver.com

Not registered yet?

<http://www.mydriver.com/en/travelagency>

Any questions?

Hotline: +49 30 340 440 440

E-Mail: service@mydriver.com



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