

WHAT IS SIXT MYDRIVER AND WHY SHOULD I BOOK IT?

ABOUT SIXT MYDRIVER

Sixt mydriver is an international premium transfer service with fixed prices, which is available in over 160 cities in more than 35 countries. Your customer benefits from premium vehicles with high-quality equipment, first-class service including personal pick-up at the gate and cashless payment on behalf of the travel agency. Transfer services from/to the airport, hotel, restaurant or theatre will complete your travel offer for the client and generate additional revenue for your travel agency. You can find further information about Sixt mydriver on the Sixt mydriver website or [HERE](#).



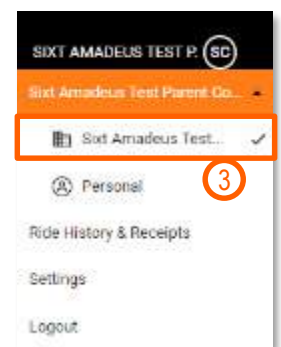
Benefits for your customers

- ✓ Attractive fixed prices with no hidden costs
- ✓ Meet and greet at the gate (incl. free waiting time)
- ✓ Premium fleet with luxurious equipment
- ✓ First-class service by specially trained drivers
- ✓ Cashless payment via credit card
- ✓ Free cancellation up to one hour before the ride

Benefits for travel agencies

- ✓ Complements the service portfolio
- ✓ Generates additional revenues
- ✓ Easy selling process thanks to fixed prices
- ✓ Quick and easy booking
- ✓ Payment on account of the agency possible
- ✓ Electronic billing via PDF file in e-mail

1 / LOGIN ON WWW.MYDRIVER.COM WITH YOUR E-MAIL ADDRESS AND PASSWORD



If you do not have a travel agency login yet: Visit www.mydriver.com/en/travelagency or contact us via travelagency@mydriver.com (please indicate your IATA/ Sixt agency number). Please do not use the displayed “register” buttons on the website as we then cannot guarantee commission payments! If you forgot your username or password, please contact us via the “forgot password” function on the website or send us an email.

PLEASE NOTE

Along with every company account set-up, a personal account is created to allow multiple agents to log in to one company account. Even though the company account should be the default setting, please make sure that all bookings are made via the company account in order to receive commissions.

2 / FILL IN RIDE DETAILS

- 1) Choose between a transfer and a chauffeur service on an hourly basis
- 2) Enter your pick-up and drop-off location / For hourly booking: Pick-up and duration of the ride
- 3) Select the requested date and time
- 4) Proceed to the next step

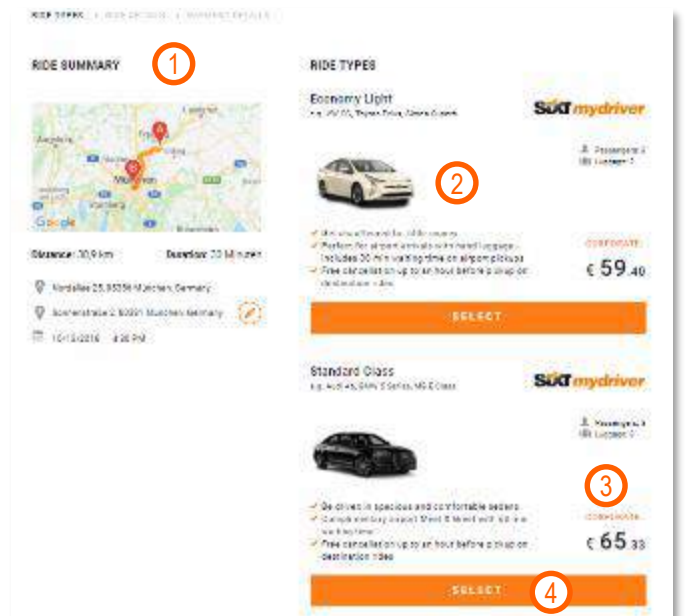
i When hourly booking is selected please choose the number of hours for which the service is needed



3 / CHOOSE YOUR RIDE TYPE

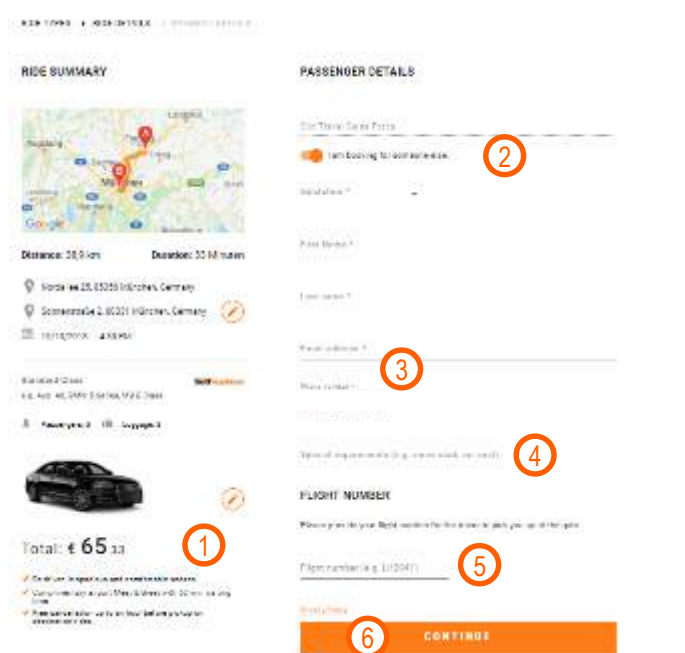
- 1) The ride summary provides you with all relevant details and offers the option to change ride details
- 2) Different ride types with specifications of car class, sample vehicle, included services, max. number of passengers and luggage items will be shown
- 3) You can directly see the fixed price incl. VAT for the selected route
- 4) Choose a ride type and proceed to the next step

i The commission amount is 10% of the displayed price excluding VAT
Sixt mydriver will pay out the commission every month when a minimum payout amount of 50 EUR is reached



4 / FILL IN THE PASSENGER DETAILS

- 1) The ride summary will now also show your selected ride type
- 2) Choose "I am booking for someone else" and add your new customer or the name if already in the system
- 3) Please enter an e-mail address and a phone number of the customer so that he or she can receive ride details and can be contacted by phone in case of an emergency
- 4) You can add special requirements and important info for the driver
- 5) If available add a flight or train number (important for flight tracking)
- 6) Proceed to the next step



5 / FILL IN THE PAYMENT DETAILS AND FINISH THE BOOKING

a) WITH A CREDIT CARD ACCOUNT

- 1) The ride summary will now also show your passenger's name and flight number
- 2) You can add the credit card details here - credit card details can also be stored and can be selected in a drop down for the next booking
- 3) You can add or choose a billing address from a list if necessary
- 4) You can add additional information like a voucher code or a frequent flyer program number
- 5) You can view T&C as well as the booking conditions where you will find e.g. the cancellation policy
- 6) Finish the booking with "book now"

b) WITH A COLLECTIVE INVOICE TO THE TRAVEL AGENCY ACCOUNT

- 1) If your account is set up on a collective invoicing to your travel agency, you do not need to enter any credit card details
- 2) If needed we can open your account for the cost center allocation function
- 3) Finish the booking with "book now"



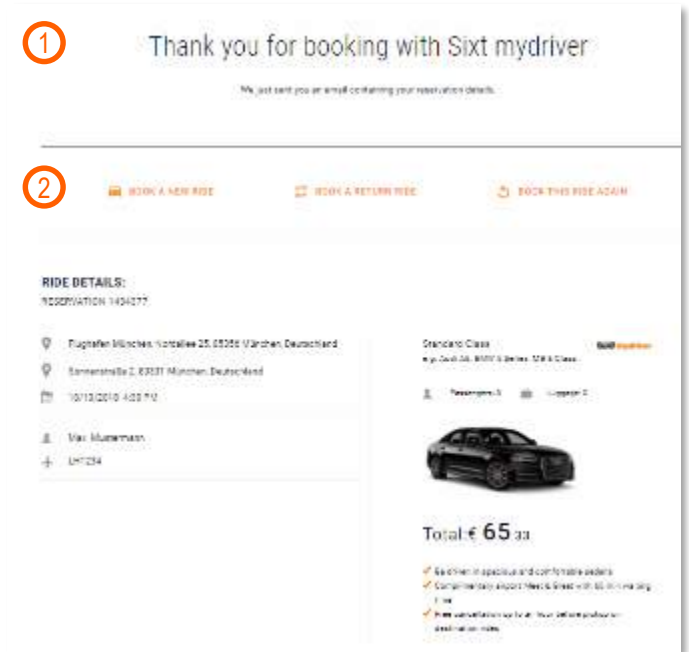
Sixt mydriver will send out the collective invoice once a month via e-mail to the contact e-mail address which was stated within the registration process. If the invoice should be sent to another e-mail address, please let us know

6 / YOUR FINISHED BOOKING

- 1) You and your customer will now receive a confirmation e-mail as well as a ride information 60 minutes before the ride begins containing the driver's name and mobile number
- 2) You can easily book a return trip or a new ride if needed

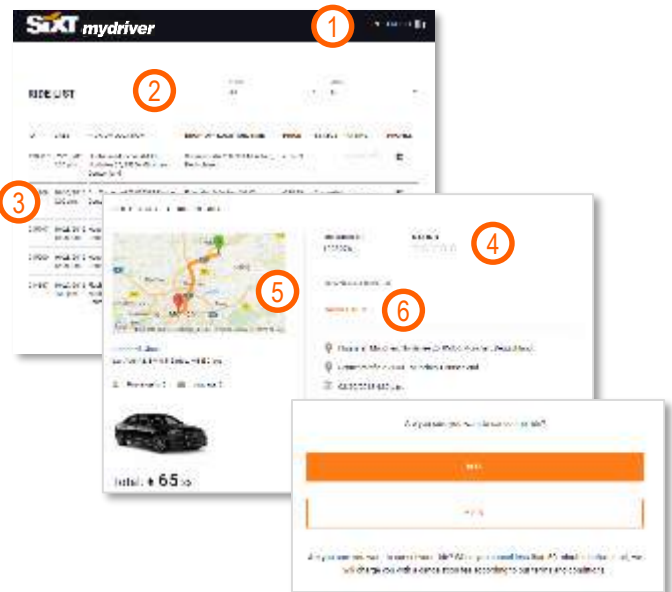
i Reservations for transfers can be cancelled for free up to 60 minutes before departure / Reservations for hourly bookings can be cancelled for free up to 12 hours before departure

i For detailed info please refer to the Sixt mydriver FAQ's for travel agencies. Please visit www.mydriver.com/en/travelagency



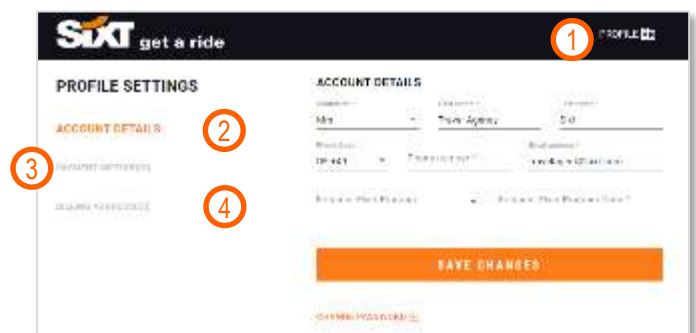
7 / CHECK AND CANCEL YOUR RIDES

- 1) Click on "profile" and choose "ride history & receipts"
- 2) The ride list shows all rides made with this account. You can now filter by ride status e.g. all upcoming rides
- 3) Click on the booking for details
- 4) After the ride took place you can give a rating up to 5 stars and provide customer feedback to us
- 5) After the ride took place you can download the invoice (only for credit card payments)
- 6) Before the ride takes place you can cancel the reservation



8 / ADAPT ACCOUNT SETTINGS

- 1) Click on "profile" and choose "settings"
- 2) You can change account details like e.g. the password
- 3) You can add and delete credit cards in the payment methods section
- 4) You can add and delete billing addresses in the respective section



CONTACTS

- You need more information about Sixt mydriver?
www.mydriver.com/en/travelagency
- You need further information by phone or would like to provide feedback on completed rides?
+49 30 22 38 33 88 (Mo – Fr, 9 – 18 Uhr)
- You have questions regarding your account set-up, the agency application or other travel agency relevant topics?
travelagency@mydriver.com
- You have questions about an existing booking or you want to place a booking by phone?
service@mydriver.com or 24/7 hotline via +49 30 340 440 440 (differs by country)
- You have questions about the booking process in Amadeus Transfers?
+49 180 6 25 99 99 (Call costs may vary by country and network provider)
- You have questions regarding invoices or commission payments?
accounting@mydriver.com

SIXT MYDRIVER CUSTOMER SERVICE

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|---------------------------------|------------------------------------|
| ✓ Germany: +49 30 340 440 440 | ✓ United States: +19 545 26 55 44 |
| ✓ France: +33 1765 46 888 | ✓ Denmark: +45 78 777 535 |
| ✓ Spain: +34 916 35 44 55 | ✓ Great Britain: +44 33 33 36 2222 |
| ✓ Luxembourg: +32 258 800 67 | ✓ Switzerland: +49 30 340 440 440 |
| ✓ Belgium: +32 258 800 67 | ✓ Italy: +39 069 762 80 88 |
| ✓ Netherlands: +31 208 11 07 71 | ✓ Norway: +49 30 340 440 440 |
| ✓ Austria: +43 126 759 74 | |