

## Welcome to the Grossmann Limousine Service Affiliate Network!

We are excited to welcome you to our growing affiliate family. At Grossmann Limousine, we take our commitment to service excellence very seriously, and we know that you do as well. Our mission is deliver an exceptional passenger experience, no matter where in the world our clients travels may take them.

As a Grossmann Limousine Service affiliate, we know your company will represent us and our service level expectations in your community, just as you can expect the same courtesy and level of service from us when we have the honor of serving your clients.

We look forward to a long and mutually rewarding relationship with you.

To help us get started, please complete and return the following documents/information to Grossmann Limousine Service so that we may launch our partnership:

- **Service Expectations**
- **Affiliate Partner Information**
- **Certificate of Insurance (COI) Requirements**
- **Billing & Credit Card Information**
- **Rate Sheets (including all extras)**
- **Fleet Information**
- **IRS W-9 Form**

Please return the above items via email to [mary.johnson@grossmann.limo](mailto:mary.johnson@grossmann.limo).

Thank you, and welcome to Grossmann Limousine Service Affiliate Program. **Sincerely,**

*Mary Johnson*

E: [mary.johnson@grossmann.limo](mailto:mary.johnson@grossmann.limo)

M: +1 (480) 283-5566

US: +1 (844) 404-3343

## SERVICE EXPECTATIONS

### RESERVATION PROCESS

1. Grossmann Limousine Service will send reservations via email or fax.
2. We ask that you confirm via fax or email within 2 hours.  
Confirmations should include your reservation number and all pertinent reservation information.
3. Please notify our office immediately if you cannot accept a reservation.
4. Please do NOT farm out our reservations; if absolutely necessary, please call our office prior to doing so for authorization.
5. Please call our office to get authorization for any change from the originally scheduled trip or additional service that will result in any extra charges.
6. Never release a vehicle without our prior authorization.

### VEHICLE & CHAUFFEUR STANDARDS

1. All vehicles must be black, cleaned well-appointed vehicles with working amenities.
2. No vehicle with cosmetic/operational/mechanical issues should be used to service our clients.
3. Bottled water and a copy of the local paper must be provided.
4. The heat/air-conditioning must be checked and set to a comfortable temperature before the passenger enters the vehicle.
5. The vehicle should be equipped with emergency supplies, including a first aid kit, flares, jumper cables, etc.
6. Grossmann Limousine Service expects our Affiliate Partners to perform preventative maintenance on a regular basis.
  - a. This includes a check of fluid levels, tire pressure and condition, telephones, amenities, air conditioning and heating hose connections and overall exterior and interior maintenance.
7. Chauffeurs must be dressed in a black suit, dark tie, black shoes and a clean white shirt.
8. All chauffeurs assigned to Grossmann Limousine Service work must have completed chauffeur training.
9. Upgrading any vehicle must be approved with Grossmann Limousine Service dispatch ahead of time.
10. Grossmann Limousine Service will provide you with a greeting sign to be used for all rides.
11. Please notify Grossmann Limousine Service dispatch in advance if a chauffeur will be late for a scheduled pick-up.
12. If your chauffeur cannot locate our client, please contact our dispatch office immediately.
13. Affiliate Chauffeurs may not ask the client for a tip or request payment in advance.
14. Chauffeurs may not ask the client for directions. Jobs should be mapped out and planned prior to pick-up and or drop off to avoid the issue. Hands free GPS units are required for all jobs.

### BILLING

1. Final charges must be emailed to [info@grossmann.limo](mailto:info@grossmann.limo) within 24 hours after the completion of each trip.
2. The Grossmann Limousine Service credit card may not be charged until final charges have been submitted.
3. Please list all charges separately, including the base charge, gratuity, parking, tolls, discount, etc.
4. Affiliate should honor a two (2) hour cancellation policy with no charge.
5. Negotiated rates shall be valid until such time as the new rates are mutually accepted

**I have read and accept the above specifications.**

Signature: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

**AFFILIATE PARTNERSHIP INFORMATION**

Company Name (legal name): \_\_\_\_\_

DBA (if applicable): \_\_\_\_\_

Company Address: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_

Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Toll Free Number: \_\_\_\_\_ Local Number: \_\_\_\_\_

Web Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Title: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_ Fax # \_\_\_\_\_

Contact Email Address: \_\_\_\_\_

Reservations Email Address: \_\_\_\_\_

PLEASE LIST THE NAMES OF THE COMPANY OWNERS/PRINCIPLES AND KEY CONTACTS BELOW.

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

BUSINESS MODEL:  Employee-based  Independent Contractor  Owner-operator

TYPE OF BUSINESS:  Inc.  LLC  Sole-proprietor  Partnership  Other (specify) \_\_\_\_\_

What communication services do prefer for reservation information?

Fax  E-mail  Internet  Other (please specify) \_\_\_\_\_

What communication devices below do you utilize to communicate with your drivers?

2-Way Radios  Mobile/Cellular Phones  Smart Phones  Mobile Data Terminal  iPad  Other (specify) \_\_\_\_\_

Do you use software for managing reservations, dispatching vehicles and billing customers? Yes No

If so, who is the provider?  GGA  LMS  ULS  CCO  ALEPH  LIVERY COACH  LIMOANYWHERE

Other (specify) \_\_\_\_\_

## REQUIRED CERTIFICATIONS & INSURANCE COVERAGE

All of Grossmann Limousine Service's strategic partners must operate in compliance with all federal, state, county, local, and other regulations. Grossmann Limousine Service must have up-to-date copies of all Affiliate Partner operating licenses and insurance certificates on file.

Grossmann Limousine Service requires that all its affiliate partners maintain one million dollars (\$1,000,000.00) in liability insurance for passenger vehicles and five million dollars (\$5,000,000.00) for commercial vehicles. A copy of your company's certificate of insurance must be sent directly by your insurance company to Grossmann Limousine Service with our name listed as a named insured. Please have your insurance company mail all insurance certificates to Grossmann Limousine Service's official address.

## PAYMENT FOR SERVICES / BILLING POLICIES

Once a trip has been completed, a full invoice reflecting the total cost of the service provided, including the rate charged, tolls, parking, wait time, extra stops and other extras must be e-mailed to [jorg@grossmann.limo](mailto:jorg@grossmann.limo) within 24-hours of the trip. We may not be able to reimburse extra charges submitted outside the 24-hour window.

Parking, wait time, extra stops and other extras must be e-mailed to Grossmann Limousine Service within 24-hours of the trip so that the client's bill is reflective of the actual costs. Extra charges submitted outside the 24-hour window may not be reimbursed.

All no shows or misses on either the part of the chauffeur or client must be called in to Grossmann Limousine Service's dispatch department prior to a vehicle being released. No shows are paid on a "case to case" basis and will be paid at least the chauffeurs expenses. Grossmann Limousine Service will not pay for any job that is "farmed out" without our permission.

### YOUR BILLING POLICIES

(Please tab through fields to enter the appropriate information)

Accounting Contact: \_\_\_\_\_

Direct Accounting Phone: \_\_\_\_\_ Direct Accounting Fax: \_\_\_\_\_

Direct Accounting Email: \_\_\_\_\_

What type of credit cards do you accept?

American Express    Visa    Mastercard    Discover\Other \_\_\_\_\_

What are your billing procedures and terms? \_\_\_\_\_

Do you charge additional fees?    Yes    No

If so, what are they? \_\_\_\_\_

Please describe your cancellation policy in detail? (Sedans, Limousines, SUV's and large capacity vehicles):

\_\_\_\_\_  
\_\_\_\_\_



**CREDIT CARD AUTHORIZATION FORM**

(Please tab through fields to enter the appropriate information)

American Express    Visa    Mastercard    Discover    Other \_\_\_\_\_

Credit card # \_\_\_\_\_ Expiration Date: \_\_\_\_\_ CSV: \_\_\_\_\_

Name as it appears on the card: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Company Name (if corporate card): \_\_\_\_\_

The following information must be completed by cardholder for the credit card indicated above and signed by authorized user only. I, \_\_\_\_\_ authorize Grossmann Limousine Service to process the above referenced card as "signature on file" for all ground transportation services performed as our affiliate partner.

Signature of Cardholder: \_\_\_\_\_ Date: \_\_\_\_\_

**PLEASE PROVIDE US WITH A FRONT AND BACK COPY OF  
THE CREDIT CARD YOU WOULD LIKE US TO KEEP ON FILE.**





## AFFILIATE RATES

We ask that you provide Grossmann Limousine Service with a rate sheet of all applicable flat rates for the towns/cities and airports in your market. A listing of hourly rates and minimums as well as all extras should also be provided for our files. All rates should include all tolls, airport fees, etc.

Once you have given Grossmann Limousine Service the rates, the information will be loaded into our rate book in our computer system.

Under no circumstances may our affiliates ask our passengers for tips or demand payment in advance. Doing so will result in immediate termination of affiliate agreement.

## FLEET INFORMATION

(Please tab through fields to enter the appropriate information)

Total vehicles in fleet (all types) \_\_\_\_\_

Please provide us with details on each vehicle type below:

VEHICLE	MAKE/MODEL	COLOR # OF PASS.	TOTAL # AVERAGE	AGE (yrs)
Sedans				
Limousines				
SUVs				
Vans				
Minibuses				
Motor Coaches				

