



For business

Getting Started For Operators: Concierge

Concierge: Requesting a pick-up for a customer or guest

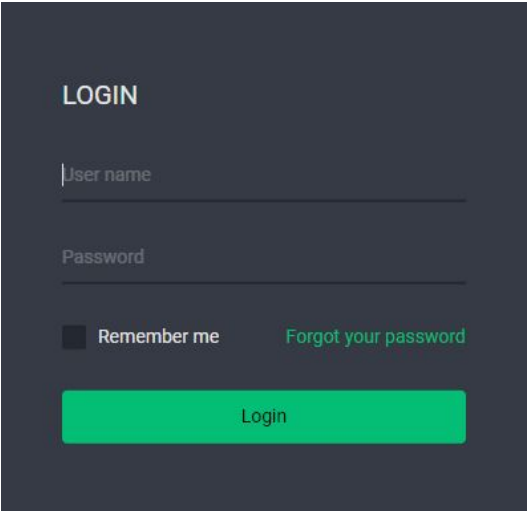
As an administrator or operator you have the option to book pick-ups for the people your business cares about, whether it's customers, patients or guests.

Follow the steps below to request a pick-up for someone else.

1. Sign in to your dashboard

Sign in to your dashboard and select 'New Booking'.

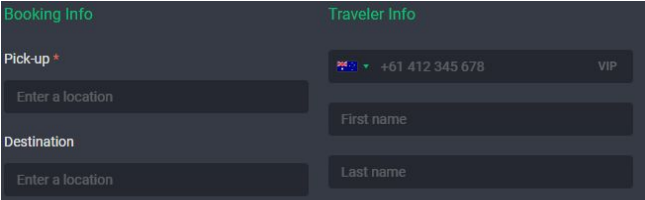
Visit your dashboard:
pkup.com.au/business-login



A screenshot of a dark-themed login form. At the top, the word "LOGIN" is displayed in white. Below it are two input fields: "User name" and "Password", both with light gray placeholder text. Under the "Password" field, there is a checkbox labeled "Remember me" and a link labeled "Forgot your password" in green. At the bottom of the form is a prominent green button with the text "Login" in white.

2. Fill out the pickup details

Enter the traveler's/ Car owner's name, phone number, vehicle pick-up location and destination.



A screenshot of a form divided into two columns: "Booking Info" and "Traveler Info". Under "Booking Info", there is a "Pick-up" field with a red asterisk, containing a text input "Enter a location". Below it is a "Destination" field, also with a text input "Enter a location". Under "Traveler Info", there is a phone number field showing a flag icon, "+61 412 345 678", and a "VIP" checkbox. Below these are two text input fields for "First name" and "Last name".

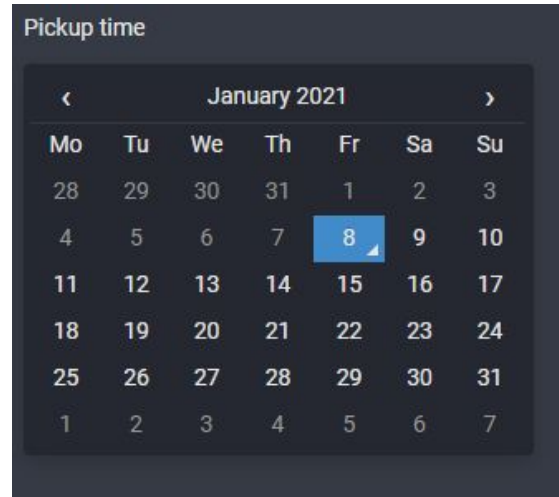
3. Schedule for later or book for Now

Choose the pick-up time. You can request a driver immediately or schedule one for later.

You will also see two service levels:

- You + your car, and
- Just your car

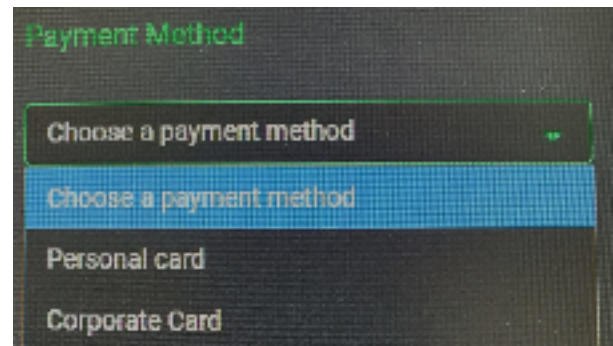
Select You + your car when you have guests, customers or employees travelling in the transported vehicle. Select Just your car, when no passengers will be travelling in the transported vehicle.



4. Choose payment method

You will have the option to choose between the company corporate card and a personal card.

When selecting a personal card, you will have the option to enter your guests credit card number if you wish for your guest to cover the cost.



5. Set up the pick-up

Add a note for the driver or an internal memo. The field labelled 'Note' is used to provide notes to the driver.

The fields labelled 'Client case matter/ Trip description' and 'Charge code/Trip code' are for internal memos.