



**Drivania**<sup>®</sup>

CHAUFFEURS

&



**FL3XX**



## FL3XX – Drivania: Value Added

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### Why shall I use Drivania in FL3XX? What are my benefits?

- Find and book confirmed chauffeured cars in 1 minute in over 1000 locations worldwide
- Directly and simply in FL3XX: Dispatch, Sales, or Customer Care can do this with a few clicks
- Co-branding: Your own logo can be embedded in communication
- You choose = you control the vehicle type and price (not any FBO or any handling agent)
- Real-time notification tracking for your ultimate Customer Care (driver on his way, pax boarded...)
- Simple, centralized back-office invoicing and payment through Drivania on-line portal
- You can mark up the price to earn a commission or forward the cost as is

# CONTENT

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1. Vehicles
2. Destinations
3. Customer Journey
4. COVID-19 Hygiene Procedures
5. About Drivania's Chauffeurs
6. How to Start with Drivania?
7. Useful Contacts

Who are we?

# Drivania Chauffeurs...

... a **quality service** during the entire customer journey.

[Click for a 2-minute intro on Youtube.](#)



Frank Davidson – SVP Global Sales – [fdavidson@drivania.com](mailto:fdavidson@drivania.com)

# 1. VEHICLES

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## SERVICE CATEGORIES

### PREMIUM



### BUSINESS



### STANDARD









#### Chauffeurs:

- Executive dress code
- Guaranteed English-speaking
- Details sent well in advance
- Meet & Greet included
- Courtesy Waiting time (from 15' to 1h)


#### Vehicles:

- SUV, Sedan, Minivan
- < 3 years
- Silver, Black or Dark
- Luxury features










# VEHICLES PREMIUM

PREMIUM		
Sedan	SUV	Minivan
Mercedes-Benz S Class	Cadillac Escalade	Mercedes V Class Ambient
		
BMW 7 Series	Lincoln Navigator	
		
Audi A8		
		

# VEHICLES BUSINESS

BUSINESS			
Sedan	Sedan	SUV	Minivan
Mercedes-Benz E Class 	Cadillac XTS 	Chevrolet Suburban 	Mercedes-Benz V Class 
BMW 5 Series 	Lincoln MKS 	GMC Yukon 	
Audi A6 	<b>Tesla S</b> 		

# VEHICLES STANDARD

STANDARD			
Sedan		SUV	Minivan
Peugeot 608	Toyota Corolla	Toyota Prado	Hyundai H1
			
Volkswagen Passat	Volkswagen Jetta		Volkswagen Caravelle
			
Ford Fusion	Chevrolet Meriva		Toyota Hiace
			



## 2. DESTINATIONS

### WORLDWIDE

> 600 cities  
> 1,000 airports



	TIER 2 25% of destinations	TIER 1 75% of destinations
Online Quote	✓	✓
Instant Booking	✓	✓
Driver details (up to 1 week before service)	✓	✓
Real Time Service Alerts		
Chauffeur On the Way	✓	✓
Chauffeur On Location	✓	✓
Passenger On Board	✓	✓
ETA 20'	✗	✓
Passenger Drop Off	✓	✓
Map Tracking	✗	✓
Billing in less than 24h	✓	✓

### 3. CUSTOMER Service Journey

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## Why Drivania?



Pre-Service



During Service



Post-Service



Drivania **guaranteed quality service** during the entire **customer journey**.



## Pre-Service

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### Why Drivania?

#### **INSTANT QUOTE, BOOK, CHANGE AND CANCELATIONS**

- Book in less than 1 minute directly in FL3XX
- All-Inclusive price upfront
- Select from a variety of vehicle types
- Book online from a few weeks in advance up to 3 hours before pick-up time
- Manage changes instantly in Drivania portal linked with FL3XX.
- Free cancellation policy on any transfer worldwide up to 2 hours before pick-up time and 8 hours on any hourly disposition. Any variation to this policy will be shared with the client upfront during certain special peak period days.
- Possibility to include partner's logo in communications
- Courtesy Waiting time (from 15' to 1h)

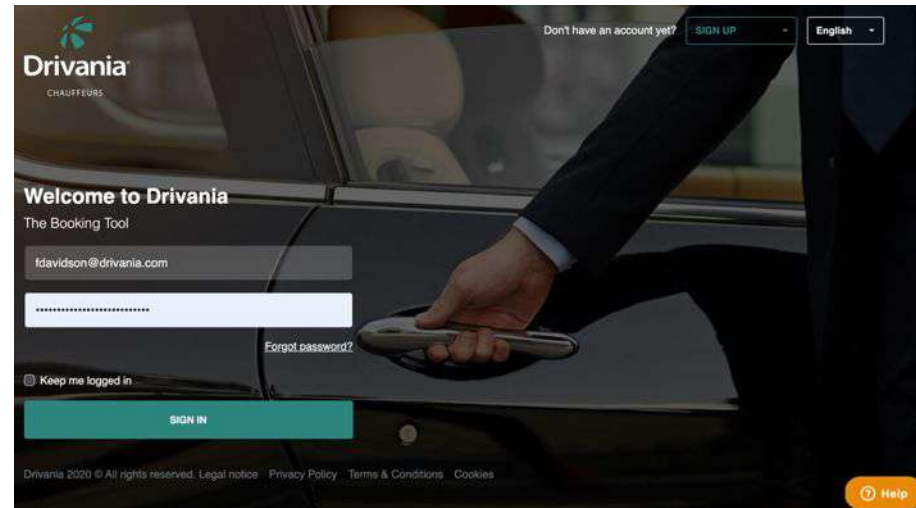


# Pre-Service

## Why Drivania?

### Service information in your Drivania Account

- All information and data about every service booked via FL3XX is easily accessible in your dedicated [Drivania online account](#).
- Receipts, invoices, status, payments, reports, etc.



# CLOSED PRICES from Booking to Billing

HQHFMD/1 - Booking HQHFMD/1 SERVICE CONFIRMED // PENDING CHAUFFEUR DETAILS

To: [Redacted] From: Anabel Romero

COMPANY, LLC

**Service Type**

Your reference: [Redacted]

Service type: One way

Vehicle: Business Minivan

Signboard: [Redacted]

**Passenger Details**

Passenger: [Redacted]

Mobile: [Redacted]

Pax: 3

**Service Price**

Item	Quantity	Price	Total
Transfer	1	151.84	151.84
Total (USD)			151.84

**General Instructions:**

1. Standard Transportation-Crew - Pending DEPARTURE TRANSFER PICK-UP DATE: 08 OCT 20 PICK-UP TIME: 0615 LOCAL PICK-UP LOCATION: INTERCONTINENTAL RESORT PAPEETE DROP OFF: AIRPORT AT AIR TAHITI DROP OFF ADDRESS: VEHICLE TYPE: SEDAN # OF PEOPLE: 03 LEAD PASSENGER NAME: [Redacted] LEAD PASSENGER EMAIL: [Redacted] LEAD PASSENGER PHONE: [Redacted]

Booking Confirmation

Option to display your logo

**Drivania**  
CHAUFFEURS

**INVOICE**

24/7 Customer support  
US + 1 786 209 1689  
EU + 44 20 8089 3621  
admin@drivania.com  
universal.drivania.com

VAT No.: 84.4885168  
INVOICE No.: UD201000041  
DATE: 09-oct-2020

[Redacted] COMPANY, LLC  
Houston, TX [Redacted] TX  
United States

Booking	Date	Passenger	Vehicle	Service	Your reference
HQHFMD/1	08-oct-2020	[Redacted]	Minivan Business	Transfer	C-120091351-N610SW-NTAA

InterContinental Resort Tahiti

	Quantity	Unit price	
Transfer	1	151.84	151.84

Subtotal	151.84
0%Sales Tax	0.00
<b>TOTAL USD</b>	<b>151.84</b>

Final Invoice



# Pre-Service

## Why Drivania?


### DRIVER'S DETAILS

- Sent from 1 week to 24h in advance
- Picture, Cell Phone, and License plate
- The chauffeur will not change once allocated
- English speaking
- Vetted and registered drivers following rigorous Quality Process

### Booking QXSRCT/3

#### Chauffeur and Vehicle Details

Chauffeur name	Paolo Grimoldi	←
Chauffeur phone	393913352567	↓
Vehicle type	Mercedes S Class Black, 2017	
Vehicle Category	Business Premium	
Plate number	FC900VV	





# During Service



## Why Drivania?

### CONTROL AND SUPPORT

- Flight following
- Geo-location
- Customer Support 24/7/365
  
- **Real-time service notifications:**
  - Chauffeur On the way
  - Vehicle On Location
  - Passenger On board
  - ETA 20'
  - Service Successfully Concluded

←

### WY64NH/4

Tue, Jul 21/2020

**From**  
Hotel W Barcelona

**To**  
Parc Audiovisual de Catalunya

**The passenger is on board**

Chauffeur on location | Passenger on board | Service completed

**SERVICE DETAILS**

Transfer  
Ride reference: 3HGSI4/2  
Date: Tuesday 04 of 08-2020  
From: LIML - ARGOS VIP +39-06-79340563  
To: Ristorante Da Orlando - Cusago, Piazza Soncino, Cusago, Milano, Italy  
Service booked by: Ryan [redacted] Air Charter [redacted]

Drivania Chauffeurs  
Customer Support Team

Share →

Chauffeur on Location

Passenger on board

Service completed

✓ Chauffeur Details sent to Passenger via SMS



# During Service



## Why Drivania?

Workflow communication to passengers and clients to notify the service status in real-time.

## SERVICE ALERTS

**Drivania**  
CHAUFFEURS

The chauffeur is on location

Chauffeur on Location | Passenger on board | Service completed

**SERVICE DETAILS**

Transfer  
Ride reference: NY4640/1  
Date: Friday 16 of 10-2020  
From: BCN El Prat Airport  
To: Hotel Arts, Carrer de la Marina, Barcelona, Spain  
Service booked by: Qcolomer of Drivania Test Audit UX

Drivania Chauffeurs  
Customer Support Team

[View terms and conditions](#)

Need help? Contact us using our online chat or you can call us at +34 93 176 0215 (Europe) +44 203 796 1920 (UK) +1 415 368 9454 (USA)

[Drivania.com](#)

**Drivania**  
CHAUFFEURS

The passenger is on board ETA 12:29

Chauffeur on Location | Passenger on board | Service completed

Passenger is already on board. The estimated time of arrival to the destination is 12:29

**SERVICE DETAILS**

Transfer  
Ride reference: NY4640/1  
Date: Friday 16 of 10-2020  
From: BCN El Prat Airport  
To: Hotel Arts, Carrer de la Marina, Barcelona, Spain  
Service booked by: Qcolomer of Drivania Test Audit UX

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Customer Support Team

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[Drivania.com](#)

**Drivania**  
CHAUFFEURS

The passenger has safely arrived at the drop-off location

Chauffeur on Location | Passenger on board | Service completed

**SERVICE DETAILS**

Transfer  
Ride reference: NY4640/2  
Date: Friday 16 of 10-2020  
From: BCN El Prat Airport  
To: Hotel Arts, Carrer de la Marina, Barcelona, Spain  
Service booked by: Qcolomer of Drivania Test Audit UX

Drivania Chauffeurs  
Customer Support Team

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[Drivania.com](#)



# Post-Service



## Why Drivania?

### BILLING AND REPORTING

- Client profile updated with preferences
- Historical activity record
- Invoice from 15m to less than 24h after the drop-off

**Drivania**  
CHAUFFEURS

**INVOICE**  
24/7 Customer support  
US + 1 788 209 1689  
EU + 44 20 8089 3621  
admin@drivania.com  
universal.drivania.com

VAT No.: [REDACTED]  
INVOICE No.: UD200200107  
DATE: 13-feb-2020

Houston, [REDACTED] TX  
United States

Booking	Date	Passenger	Vehicle	Service	Your reference
FTDK16/1	11-feb-2020	[REDACTED]	Minivan Business	Transfer	C-120013401-LLBG-N1FE
LLBG - QAS EXECUTIVE AVIATION +972-3-9733099			Quantity	Unit price	
		Transfer	1	160.06	160.06
Booking	Date	Passenger	Vehicle	Service	Your reference
FTDK16/2	13-feb-2020	[REDACTED]	Minivan Business	Transfer	C-120013401-LLBG
Renaissance Tel Aviv Hotel, HaYarkon Street, Tel Aviv-Yafo, Israel			Quantity	Unit price	
		Transfer	1	160.06	160.06

Subtotal 320.12  
0%Sales Tax 0.00  
**TOTAL USD 320.12**

## 4. COVID-19 HEALTH & SAFETY STANDARDS

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Strict health safety standards are in place worldwide to guarantee safety for both passengers and chauffeurs.



Chauffeurs must use EPA-approved disinfectant-grade products.

Special attention to disinfecting commonly used surfaces of the vehicle

Chauffeurs must disinfect water, hand sanitizers, and masks for every new passenger.

Chauffeurs should not initiate handshakes and should avoid all personal contact with passengers.

Chauffeurs should only handle luggage after obtaining consent from the lead passenger.

Hand sanitizers are offered to passengers.

[Watch our one-minute COVID-19 video on Youtube.](#)

## 5. ABOUT Drivania Chauffeurs

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Founded in 2001 in Barcelona. Moved to the U.S. in 2011.

19 years of experience driving thousands of travelers flying private or commercial, business and leisure.

In 2019, Universal-Drivania Chauffeurs (UDC) was incorporated in partnership with Universal Weather and Aviation as a branch specialized in private aviation clients.

UDC is the Universal Mission Support Team preferred partner for chauffeur services for both crew and principals.

Drivania 24/7 Customer Support is a multilingual team based in Barcelona, Spain, and Miami, USA.



## 6. How to Start using Drivania with FL3XX?



Data required to activate your account:



Email it to Frank Davidson  
[fdavidson@drivania.com](mailto:fdavidson@drivania.com)



Drivania and FL3XX customer success  
will set it up for you.



Read the short how-to in FL3XX on-line  
Help Center ([click this link](#)).

1. **Account Name:** Your principal account name, e.g. *CoolJet*
2. **Communications:** List up the e-mail address(es) to send confirmations, changes, chauffeur details, alerts, etc., e.g. *sales@cooljet.fx, dispatch@cooljet.fx, support@cooljet...*
3. **Invoicing:**
  - a. **Company details** (name, address, VAT # if applicable)
  - b. **Currency** (should be the same with your default currency set in FL3XX, e.g. EUR or USD)
  - c. **Preferred payment method** (credit card or bank transfer)
  - d. **Contact person** (name, e-mail, phone)
4. **Commission:** Specify if interested to earn a % from every service
5. **Drivania Service Agreement:** A short agreement defining terms and conditions to be signed.
6. **Customizable logos:** Please send you logo if you would like communications to be customized with your logo

## 6. Useful Contacts

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Who to contact?

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Services (quotes, confirmations, changes, cancellations, service alerts): [info@drivania.com](mailto:info@drivania.com)

Invoicing: [admin@drivania.com](mailto:admin@drivania.com)

Quality: [quality@drivania.com](mailto:quality@drivania.com)

For any other issues, please contact Drivania's SVP Global Sales, Frank Davidson: [fdavidson@drivania.com](mailto:fdavidson@drivania.com)



**Drivania**<sup>®</sup>

CHAUFFEURS