

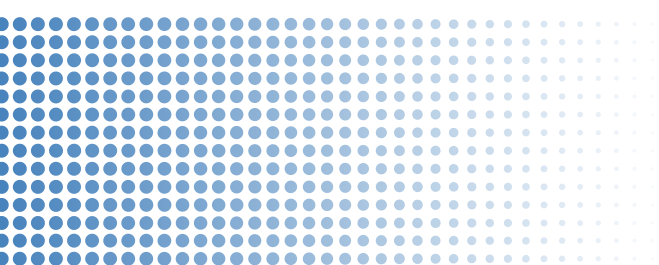
TRANSFORM HOW YOU MANAGE CORPORATE ACCOUNTS WITH SHERLOCK

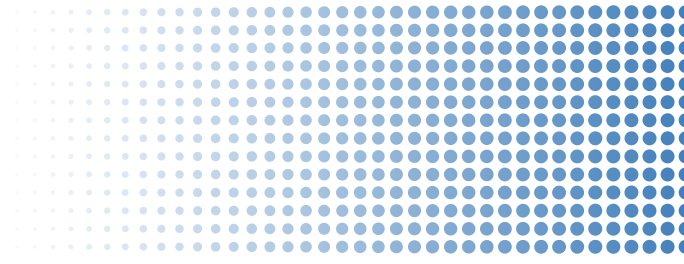
Sherlock delivers a truly comprehensive and flexible approach to corporate account management that is influenced by our extensive experience working with leading brands in the industry.

Based on the custom solution we developed for London's Addison Lee, our features are proven to give businesses the tools needed to manage multiple accounts with diverse requirements.

What are the benefits of Sherlock's account management?

- **Multiple booking channels**
 - Your customers can book how they want – app, web, phone – with the same powerful functionality available across every booking channel
- **Booking controls that incorporate Travel Policies**
 - Highly configurable 'Travel Policies' and client referencing options that ensure every trip booked aligns with company policy and approval processes
- **Reduced admin time for your customers**
 - Flexible account settings and configuration options reduce time spent managing trips – even down to including customisable field labelling for invoicing
- **Enhanced visibility and control**
 - Account Management Portal to give your customers full oversight of their bookings, spend, trends and other data





How does it work?

Flexible Account Structures

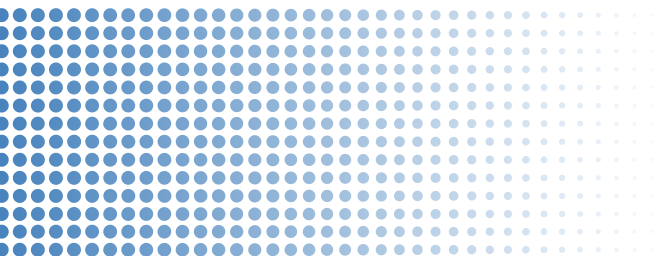
Tailor account creation to your individual customer needs with options including:

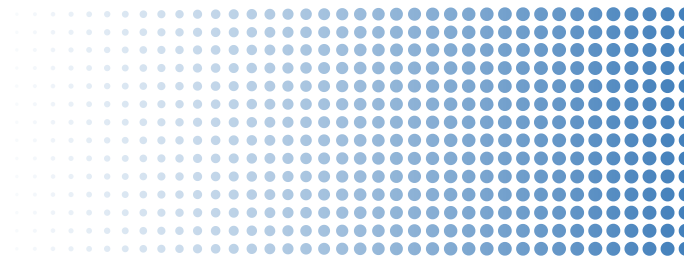
- Individual user profiles with unique logins
- Shared accounts
- Accounts assigned to individual users or PIN-based department or management group controls

User Group Management & Roles

Ideal for larger account customers:

- Option to create user groups means that travel policies can be controlled at a more granular level. For example, one department may be able to book vehicles at any time of day whereas another may be restricted to certain hours
- Other options include defining permitted vehicle types at customer level or specific roles/seniority levels
- Apply preferences at user, group, or account level
- Distinguish between callers (who make the booking), contacts (main point of contact for the trip) and passenger (who is travelling). For example, for a hotel customer the roles may be concierge (caller), receptionist (contact) and guest (passenger)
- Re-label the roles of caller, contact and passenger to business-specific language





Customer Prioritisation & Grading

- Your customers can grade their account clients by priority to optimise resource allocation during peak periods
- Top-performing drivers can be prioritised for strategic accounts through the Driver Grades system

Booking Controls

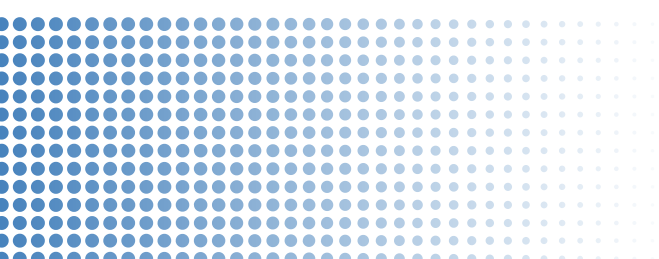
Your customers can predefine their own booking controls including:

- Predetermine pick-up and drop-off restrictions at account, user group or individual level. For example, an account may want to enable airport trips only
- Save frequent pick-up and drop-off addresses as defaults
- Enable or disable 'as directed', 'wait & return' or 'destination unknown' trips at account, user group or individual level
- Assign preferences such as language requirements or accessibility needs at individual level
- Define waiting times for ASAP or pre-booked pick-ups and send a system alert to control/operations if a passenger doesn't show up

Advanced and Custom Referencing

Flexible naming options for field references including:

- Renaming fields to match client needs, for example, PO Number or Reference Number





- Fields that support dropdown selection of options, free text or pattern-matched entries
- Improves invoice accuracy, reducing the impact of customer queries and payment delays

Flexible Invoicing & Payment Options

Various invoicing options including:

- Invoice templates at account level that include customer-specific terminology. For example, labelled custom referencing such as PO or Reference Number and cost centres
- Option to configure different payment types at individual level. For example, CEO's bookings to always be invoiced but junior staff may need to pay upfront and claim expenses
- Costs split across payment types such as £20 on invoice and the remaining payable via cash or card
- Reduces invoicing queries and ensures invoices can be paid in a timely manner

Whether you're managing hundreds of account customers or a handful of key clients, Sherlock gives you the tools to deliver consistent, policy-compliant, and efficient customer account management.

To find out more, get in touch today. Email demo@sherlocktaxi.com or call +44 (0) 20 3214 5110.

www.sherlocktaxi.com