



GROUNDSCOPE ONLINE BOOKING TOOL AND MOBILE APP STEP BY STEP BOOKING GUIDE



GROUNDSCOPE ONLINE BOOKING TOOL STEP BY STEP GUIDE



ACCESING GROUNDSCOPE ONLINE BOOKING TOOL

- A profile will need to be created for you in the new system – please contact customerservices@groundscope.co.uk for this to be created.
- Once your profile is created, you will receive an automated email welcoming you to the new booking tool, confirming your username and containing a link to confirm your email.
- Once you have clicked on the link, you will be asked to create a password, accept the Privacy Policy, and update your details (mobile number, address, credit card etc.).
- To access the GroundScope Online Booking Tool in future, please enter at www.groundscope.co.uk and click on the LOGIN button on the top right.
- If you have any issues accessing the tool or while making a booking, please contact our Customer Support Centre at customerservices@groundscope.co.uk





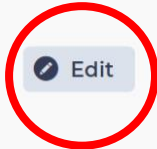
HOME PAGE





Nathalie VillaresGroundScope Directors Credit Card Test

✓ Accepted [GroundScope statement of privacy](#)



Personal details

+44 7718496048

nvillares@groundscope.co.uk

Notifications by email

- ✓ Booking confirmation
- ✓ Invoice confirmation
- ✓ Calendar booking event

Trip details

Preferred service type: Standard

Notes to driver: Please call my mobile on arrival

ALTERNATIVE CONTACTS

Finance Team

finance@groundscope.co.uk

Notifications by email:

- ✗ Booking confirmation
- ✓ Invoice confirmation
- ✗ Calendar booking event

EDIT PROFILE





EDIT PROFILE

Edit profile

✕

PERSONAL DETAILS

FIRST NAME

Nathalie

LAST NAME

Villares

PHONE

+44

▼

7718496048

EMAIL ADDRESS

nvillares@groundscope.co.uk

NOTIFICATIONS BY EMAIL (Optional)

☒ Booking confirmation

☒ Invoice confirmation

☒ Calendar booking event

HOME ADDRESS (Optional)

USER NAME

nvillares@groundscope.co.uk

PASSWORD

👁

TRIP DETAILS (Optional)

PREFERRED SERVICE TYPE

Standard

▼

NOTES TO DRIVER

Please call my mobile on arrival

Select which **notification** you would like us to send to your email

If you want, add a **fix note to the driver** which will be shown on all your bookings



EDIT PROFILE

Edit profile

×

DELEGATED BOOKERS (Optional)

USERS GRANTED ACCESS

John McCallion (jmccallion@groundscope.co.uk) ×

ALTERNATIVE CONTACTS (Optional)

NAME

Finance Team

PHONE

▼

EMAIL ADDRESS

finances@groundscop...

NOTIFICATIONS BY EMAIL (Optional)

☐ Booking confirmation

☒ Invoice confirmation

☐ Calendar booking event

+ Add contact

- To add a delegate to your profile, please type the delegates' name on the box under **users granted access** and select the traveller who should be able to access your profile
- Please, note that you can finish this relationship at anytime by removing the traveller's name from the **users granted access** on your profile


You can add an **alternative contact** to receive notifications about your journey

MY BOOKINGS: UPCOMING AND PAST BOOKINGS







EDIT / CANCEL BOOKINGS



My bookings

Traveller profiles


New booking


 [John McCallion](#)
 Log out


▼ UPCOMING: 2

ISSUES

☐ Unread messages only

 31-Mar-2021, 15:59 (UTC +1) | # 0000451


 Liverpool Street Station
Liverpool St, London EC2M 7PY, UK


 Heathrow Airport
Longford TW6, UK


▼ Details

£0.64
Excl. extras, Excl. VAT

Transfer


 KK SP March '21 Est. 28.4 mi, 01:00 hour ride


 Standard, 1 pass


 Raise issue

Cancel trip

Edit trip

 13-Apr-2021, 15:52 (UTC +1) | # 0000450

 Heathrow Airport
Longford TW6, UK



 Liverpool Street Station
Liverpool St, London EC2M 7PY, UK

> Details

£0.41
Excl. extras, Excl. VAT

Click on [My Bookings on](#) the menu bar to see your upcoming and past bookings

Here you can cancel or edit your upcoming bookings

			Pick up address	Drop off address	# of pass	Service partner name	Service partner phone	Total price	Paym status	
0000186-1	02-Feb-2021 14:00 (UTC 0)	Transfer	27 Wethered Park, Marlow SL7 2BH, UK	T3 London Heathrow Airport (LHR)	1	 Echo Vendor 2 (int)	+44 111 111 1112	£ 0.00 Excl. extras, Incl. VAT	Paid	<div>Leave feedback</div> <div></div>
0000185	01-Feb-2021 13:00 (UTC 0)	Transfer	27 Wethered Park, Marlow SL7 2BH, UK	Praed St, Paddington, London W2, UK	1	 New SP	+44 123 123 1234	£ 0.00 Excl. extras, Incl. VAT	Paid	<div>Leave feedback</div> <div></div>

Show Rows:

10

 20 30

< 1 >



PAST BOOKINGS / INVOICE

My bookings Traveller profiles [New booking](#) Nathalie Villares [Log out](#)

▼ UPCOMING: 2

ISSUES

☐ Unread messages only

12-May-2021, 13:02 (UTC +1) # 0000600

Liverpool Street Station
Liverpool St, London EC2M 7PY, UK

T2 London Heathrow Airport (LHR)

[Details](#) **£21.50**
Excl. extras, Excl. VAT

19-May-2021, 10:34 (UTC +1) # 0000589

T2 London Heathrow Airport (LHR)

Liverpool Street
Liverpool St, London EC2M, UK

[Details](#) **£0.35**
Excl. extras, Excl. VAT

▼ **PAST**

ISSUES

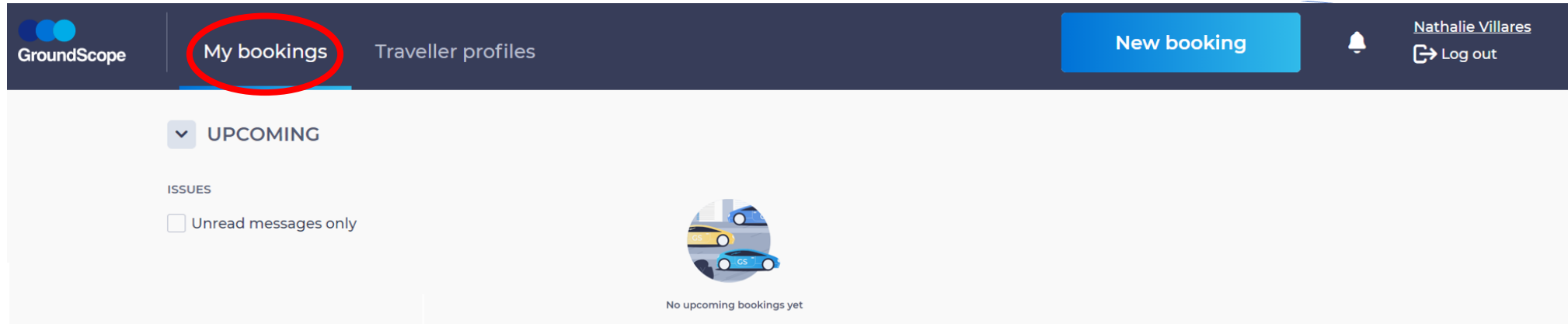
☐ Unread messages only

Drop off address	# of pass	Service partner name	Service partner phone	Total price	Payment status	Travel summary
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			
Longford TW6, UK	1	KK SP March '21	+44 123 123 1234	£ 0.10 Excl. extras, Incl. VAT	Paid	Leave feedback
T2 London Heathrow Airport (LHR)	1	KK SP March '21	+44 123 123 1234	£ 0.00 Excl. extras, Incl. VAT	Paid	Leave feedback
Longford TW6, UK	1	KK SP March '21	+44 123 123 1234	£ 0.00 Excl. extras, Incl. VAT	Paid	Leave feedback
8 Wetherby Mews, Earl's Court, London SW5 0JG, UK	1	KK SP March '21	+44 123 123 1234	£ 0.00 Excl. extras, Incl. VAT	Paid	Leave feedback
Longford TW6, UK	1	KK SP March '21	+44 123 123 1234	£ 0.00 Excl. extras, Incl. VAT	Paid	Leave feedback

Under **PAST** bookings you can:

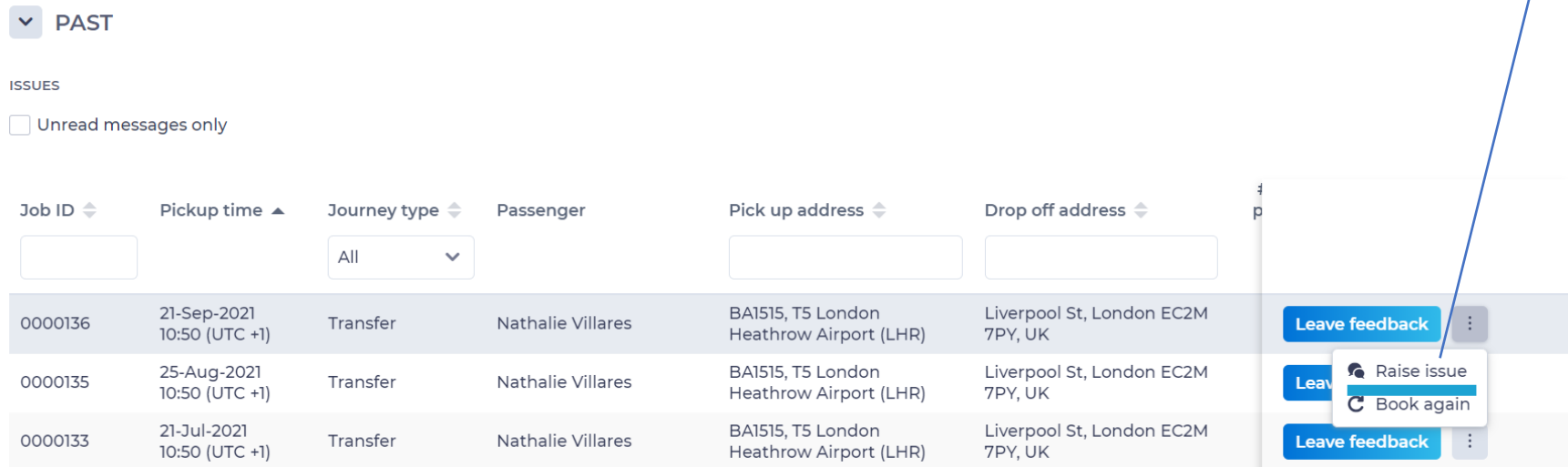
- See all the bookings you have done so far
- See the payment status
- Download the invoice under *Travel summary*
- Leave us a feedback for a specific journey

RAISE A CUSTOMER SERVICE ISSUE



Click on [My Bookings](#) on the menu bar to see your upcoming and past bookings

Under [PAST](#) find the trip you would like to raise a complaint, click on the 3 dots next to it and click on [Raise issue](#)



Raise new issue

✕

Booking reference number: 0000136

LEAVE YOUR MESSAGE

CancelRaise issue

Leave a message explaining the issue we had and we will investigate it and come back to you.

NEW BOOKING





NEW BOOKING



Nathalie Villares GroundScope Directors Credit Card Test

✓ Accepted [GroundScope statement of privacy](#)

Personal details

+44 7718496048
nvillares@groundscope.co.uk

Notifications by email

✓ Booking confirmation
✓ Invoice confirmation
✓ Calendar booking event

Trip details

Preferred service type: Standard
Notes to driver: Please call my mobile on arrival

Edit

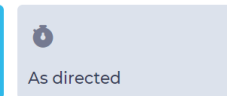
Click on [New booking](#) to make a booking

ALTERNATIVE CONTACTS

Finance Team
finance@groundscope.co.uk
Notifications by email:
✗ Booking confirmation
✓ Invoice confirmation
✗ Calendar booking event

Create new booking

TRIP DETAILS



PICKUP DATE

08-Apr-2021

PICKUP TIME

16:38

PICKUP LOCATION

WHERE ARE YOU GOING?

+ Add location

Select between [Transfer](#) or [As Directed](#):

- [Transfer](#): Book a journey from Point A to point B
- [As Directed](#): Book an hourly journey. Let us know your pick up address and how many hours you will require the vehicle





NEW BOOKING

Create new booking



TRIP DETAILS

Transfer ☒

As directed ☐

PICKUP DATE
01-Apr-2021

PICKUP TIME
18:25

*Adjusted using flight tracking.
To delay pick-up, please add notes to driver

PICKUP LOCATION
 BAI417 TS London Heathrow Airport (LHR)

WHERE ARE YOU GOING?
Liverpool St, London EC2M 7PY, United Kingdom

[+ Add location](#)

CREDIT CARD
 4242 10/24

PASSENGERS

1

CHOOSE VEHICLE TYPE

Standard ☒
up to 4 pass

Taxi ☐
up to 4 pass

MPV ☐
up to 6 pass

Other ☐

Show notes to driver

CONTACT DETAILS

Cancel

Get quote

Pick up location: For Airport pick up journeys, please add the flight number and the system will find the flight details for you (airport and terminal). We track flights' arrival time and will be ready to pick you up on the airport arrivals hall when flight lands.

Vehicle type: select the appropriate vehicle type for your journey:

- Standard – Mercedes E class, BMW 5 Series, Audi A6 or equivalent
- Taxi – branded taxi vehicles
- MPV – vehicles for up to 6 passengers
- Other – under this tab you can book executive vehicles (VIP service), coaches, minibuses, SUVs and green vehicles

CONTACT DETAILS

Personal details

FIRST NAME	LAST NAME	PHONE	EMAIL ADDRESS
Nathalie	Villares	+44 7718496048	nvillares@groundscope.co.uk

Alternative contacts (Optional)

NAME	PHONE	EMAIL ADDRESS
Finance Team		finances@groundscope.co.uk

[+ Add contact](#)

Cancel

Get quote





SEARCH RESULT

Create new booking



TRIP DETAILS



Transfer

31-Mar-2021, 15:59 (UTC +1)

Liverpool Street Station
Liverpool St, London EC2M 7PY, United Kingdom


Heathrow Airport
Longford TW6, United Kingdom

> Details

Edit

CHOOSE PARTNER

Est. 28.4 mi, 01:00 hour ride

KK SP March '21 Terms & Conditions	★ 5.0 Excl. extras £0.64	 Accept
1 a Emms Test Partner 21Sep20 Terms & Conditions	★ 5.0 Excl. extras £28.40	 Accept
1 a Emms Test Partner 13Oct20 Terms & Conditions	★ 5.0 Incl. extras £28.40	 Accept
PB SP miles Terms & Conditions	★ 5.0 Excl. extras £28.40	 Accept
PB SP kilometres Terms & Conditions	★ 5.0 Excl. extras £45.70	 Accept
Echo Vendor 2 (int) Terms & Conditions	★ 5.0 Excl. extras £47.50	 Accept
Echo Vendor 1 (int) Terms & Conditions	★ 5.0 Excl. extras £50.50	 Accept



Give a **heart** to your preferred supplier so, when available, it will always be the first option on your search result's page

Create new booking



SERVICE PARTNER TERMS & CONDITIONS

Cancellation policy

You will be charged 100% of your reservation if this is cancelled from 300 minutes to 1 minute prior to pick up time.

Waiting time charges

There is no waiting time charge.

Bank Holiday Surcharges (included in quotation)

There is no bank holiday surcharge.

Out Of Hours Surcharges (included in quotation)

Fixed fee: 0.05 £

Uplift: 7%

Additional service partner charges (included in quotation)

Booking fee: 0.00 £

Gratuities: 0%

Fuel surcharge: 0%

Admin rate: 0%

Discount: 0%

- Price includes Bank Holiday, out of hours and fuel surcharges, gratuities and admin fees.
- Price excludes tolls, parking, waiting time and tax.
- If your journey type is 'As Directed' or quoting per hour please note the total shown is the amount you will be charged per hour and the time is calculated from when the driver leaves the base and will end once the driver is back at the base.

Cancel

Accept & Book

When you click on Accept, GroundScope will show you the **Service Provider T&C**. To proceed with the booking click on accept and book





BOOKING COMPLETED

Thank you for booking with us,
your reservation number is 0000451



MEET YOUR DRIVER



Transfer

31-Mar-2021, 15:59 (UTC +1)

Liverpool Street Station
Liverpool St, London EC2M 7PY, United Kingdom

Heathrow Airport
Longford TW6, United Kingdom

KK SP March '21

£0.64

Est. 28.4 mi, 01:00 hour ride

VISA 4242 10/24

Standard, 1 pass

Notes to driver
Please, call me when you arrive.

Close

Book return journey

Book another journey

GroundScope web tool



DELEGATE RELATIONSHIP: BOOKING FOR OTHER TRAVELLERS





DELEGATE RELATIONSHIP

We can set up delegate relationship for E.As, P.As and bookers who need to book on travellers behalf

If this relationship isn't already set up in the system, please email customerservices@groundscope.co.uk and our team will set this up for you.


For security reasons, we will need traveller permission for the delegate relationship to be set up.





DELEGATE RELATIONSHIP


To access traveller profiles, the booker just need to enter in their own profile, go to TRAVELLER PROFILES and find the traveller they need to make the booking for

GroundScope

My bookings

Traveller profiles



New booking


 [Nathalie Villares](#)
Log out

First name ▾	Last name ▾	Email address ▾
<input type="text"/>	<input type="text"/>	<input type="text"/>
John	McCallion	jmccallion@groundscope.co.uk

Show Rows:

102030

1

 Login

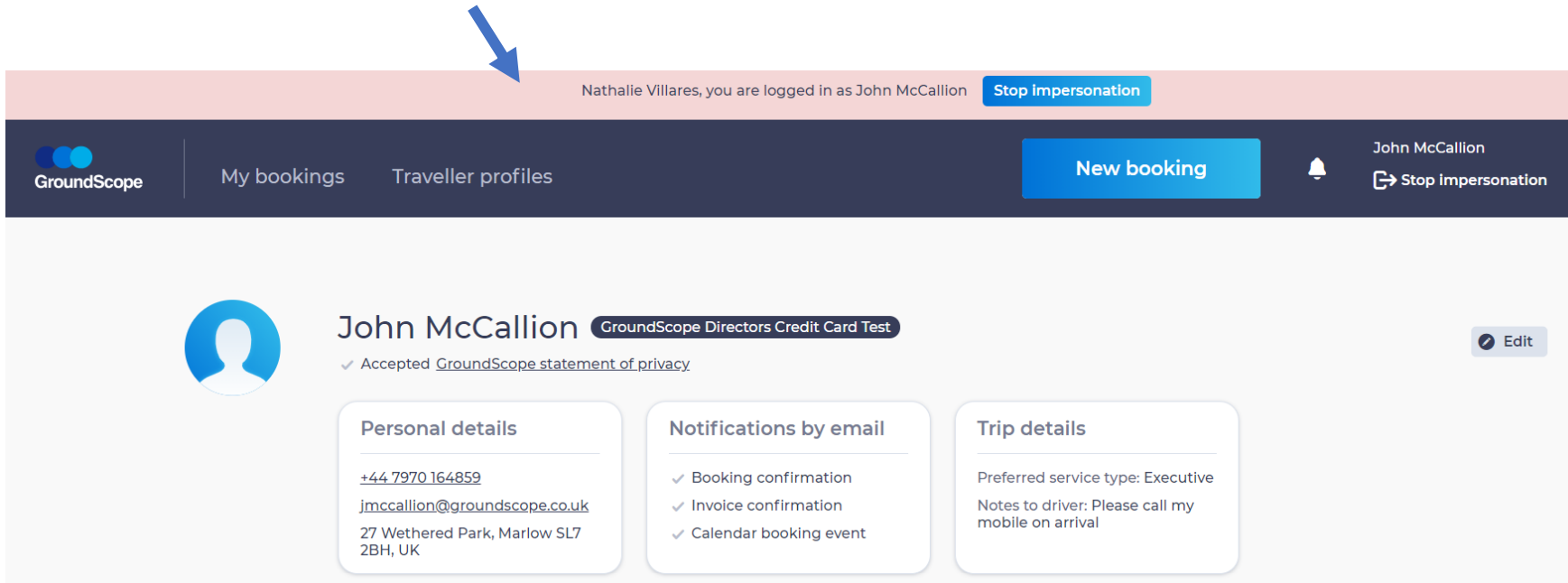
By clicking on LOGIN, you will access the traveller profile and can make bookings on his/her behalf.





DELEGATE RELATIONSHIP

The pink bar will indicate that you are accessing someone else's profile and can make bookings in his/her behalf



Advantages of Delegate Relationships:

- Easy for bookers (E.A, P.As) to book on behalf of multiple travellers
- Great visibility of bookings placed
- Travellers personal information is already set up on their profile, including cost centre, which can avoid mistakes and speed up the booking process
- Delegate relationships can be end at any time





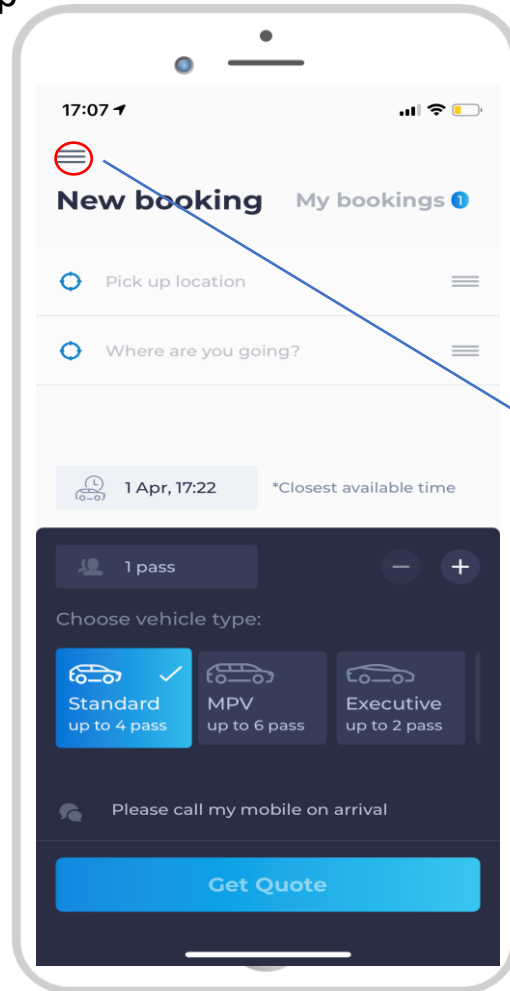
GROUNDSCOPE MOBILE APP STEP BY STEP GUIDE



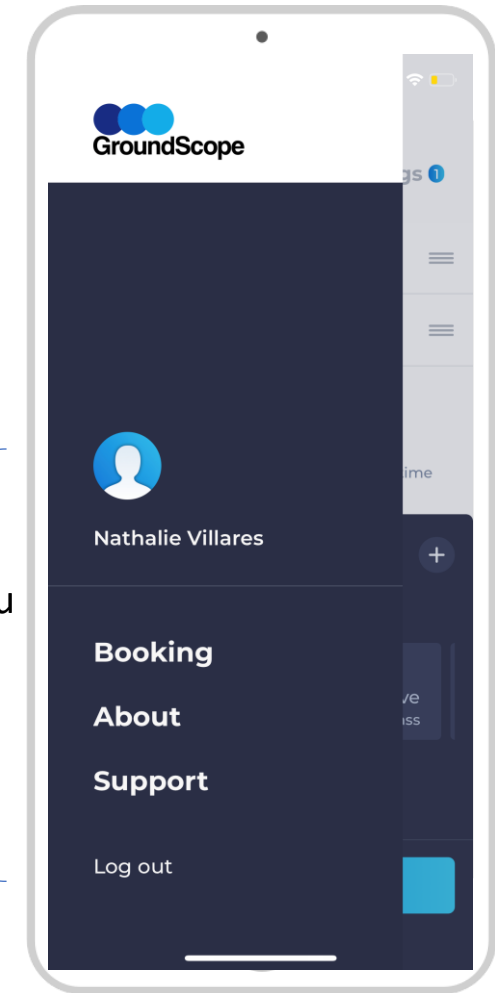
ACCESSING THE MOBILE APP



To access GroundScope mobile app, download GroundScope app on your App Store (iOS or Android) and use the same login details you did to access the Online Booking Tool. You need to be set up in the OBT to book on the app

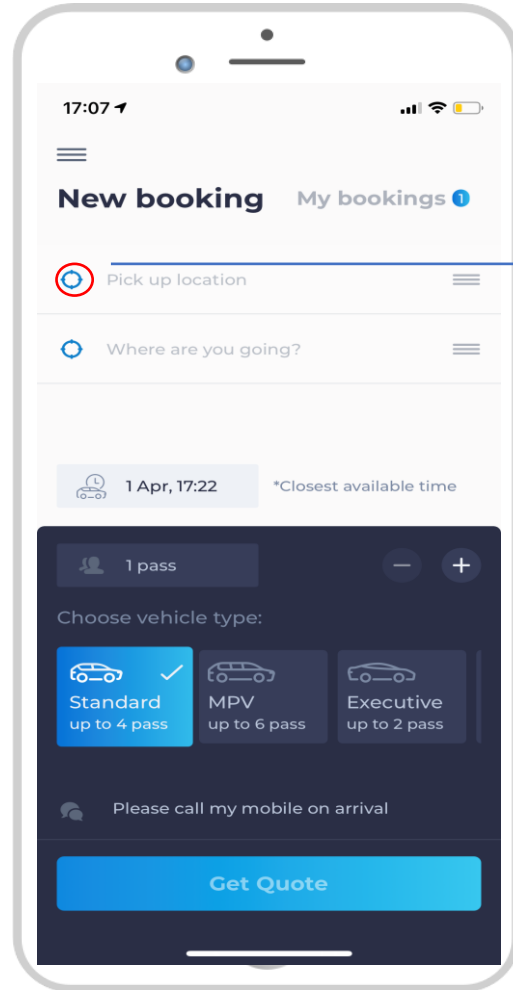


Click on this 3 lines to access
GroundScope mobile app menu





NEW BOOKING



Click on the **blue circle** to set up your pick up location as your current location

OR

Start typing an address and the system will find it for you

Set up:

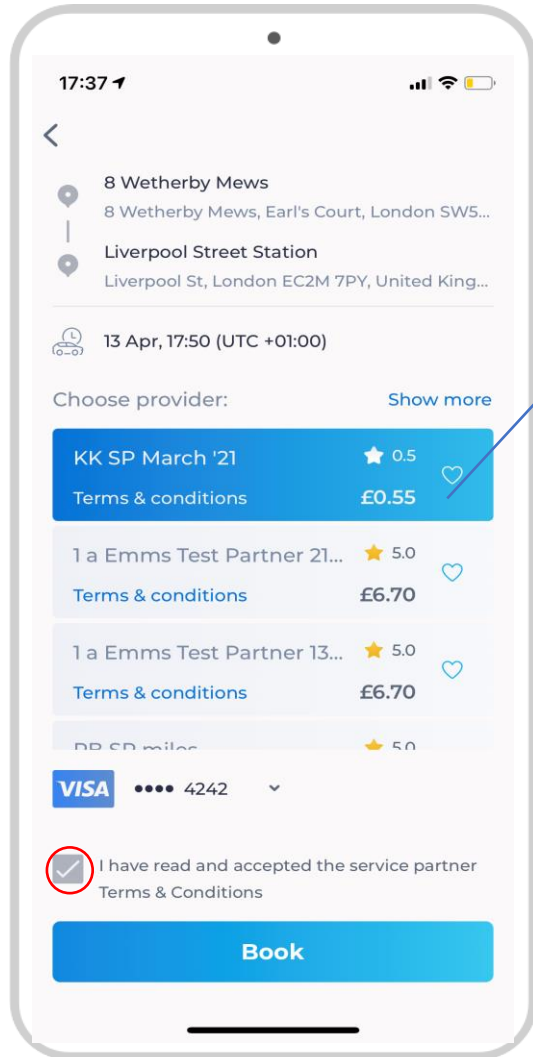
- Journey date and time
- Passenger number
- Vehicle type

Add notes to the driver if any and click on **Get Quote**

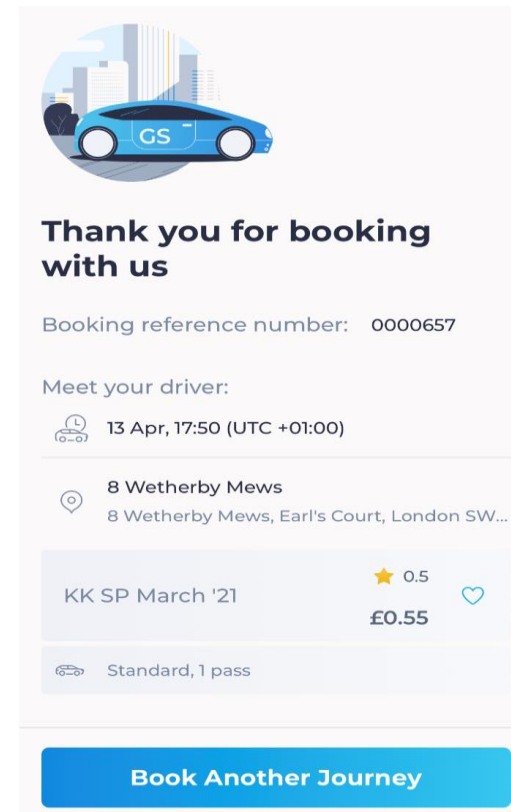




MAKE A BOOKING

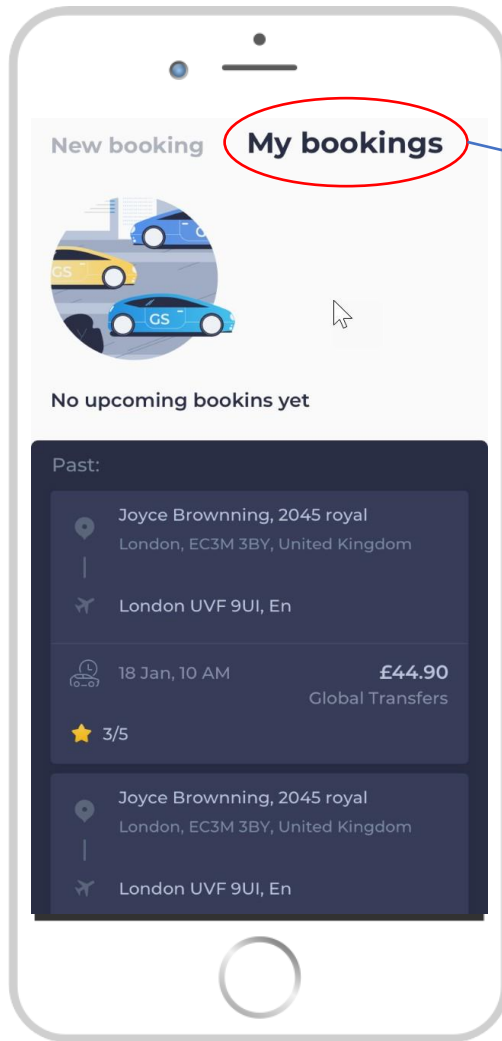


- Select the Service Provider you would like to travel with
- Read and Accept the [Service Provider T&C](#)
- Click on [Book](#) and get your booking confirmation message:





SEE PAST AND UPCOMING BOOKINGS

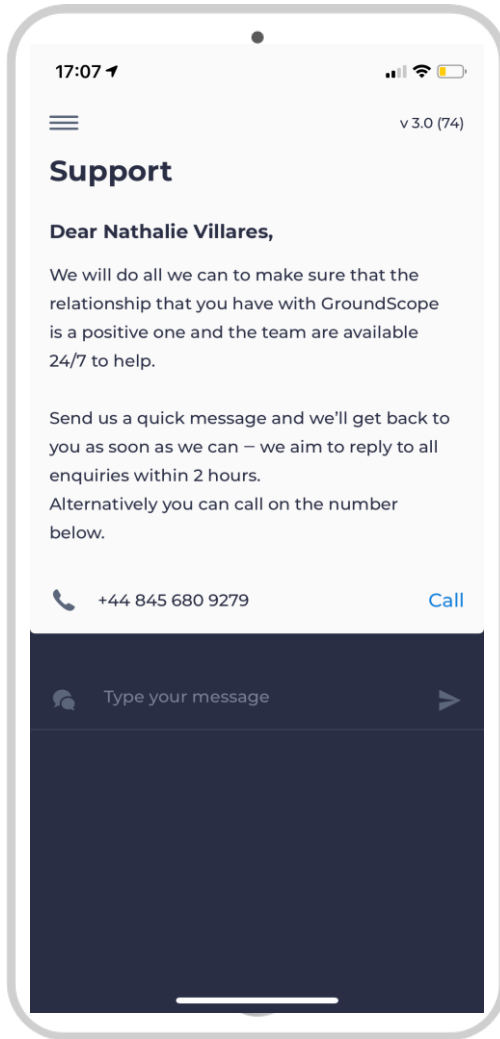


- Click on “My bookings” to see your past and upcoming bookings
- You can edit or cancel bookings in the mobile app
- Bookings made on the Online Booking Tool will be shown on the mobile app and vice versa



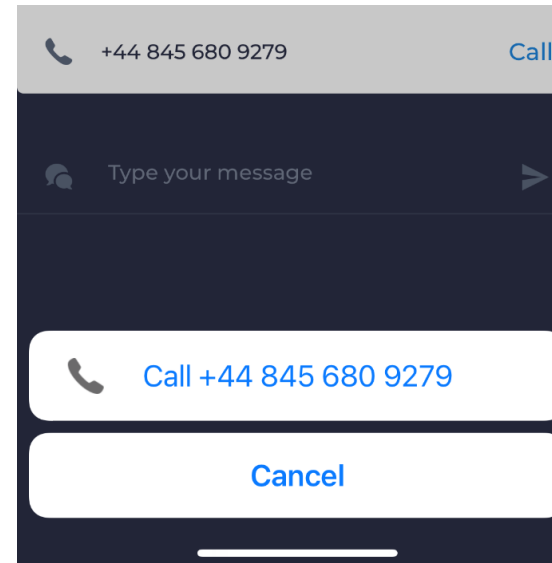


SUPPORT – CALL OR SEND US A MESSAGE



Click on [Support](#) on GroundScope menu and contact our Customer Support Centre via the app.

You can call or send us a message

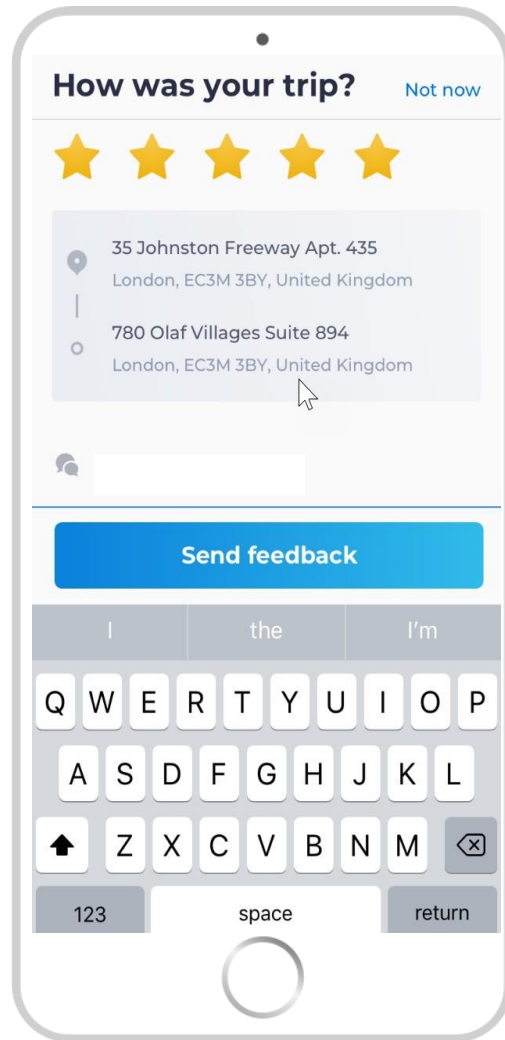


GroundScope mobile app





RATE YOUR TRIP



After trip is completed, GroundScope will send travellers a notification through the app for them to rate the service and give us a feedback.

