MEARS

CONNECT™

QUICKSTART GUIDE

TRAVEL AGENT GUIDE

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ACCESS MEARS WEB PORTAL

To properly use the Mears Web Portal booking system, you will need the following:

- Your **Username** & **Password** to log into the system.

- Mears Connect Web Portal URL: **https://www.mearsconnect.com/TravelAgents**
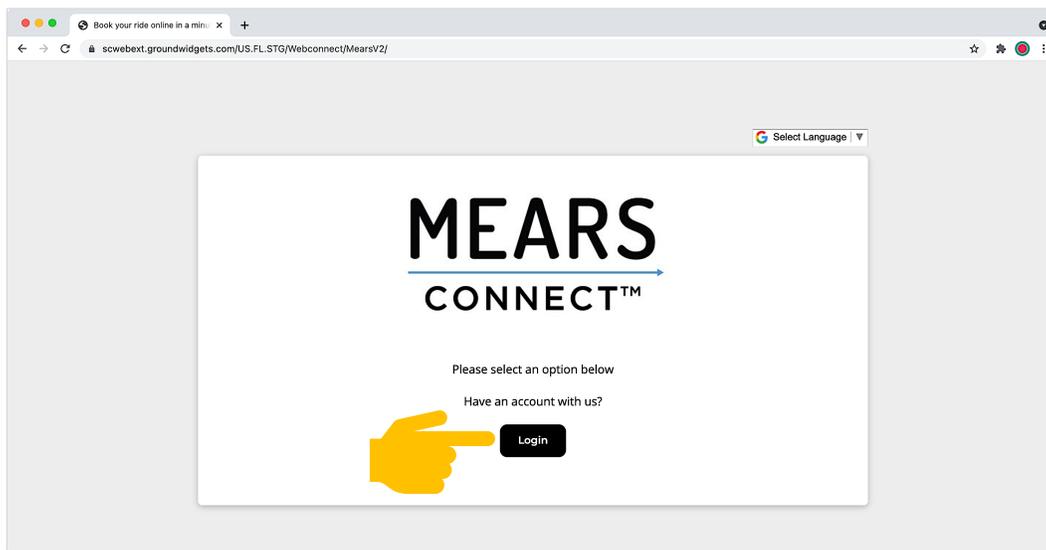
☑ If you are logging in for the **first time**, you will need to follow the steps for **Forgot Password** in the next section to set up your new password. Any prior passwords you had with Mears is no longer valid. You can also use the Forgot Password to reset your password in case you are having trouble logging in.

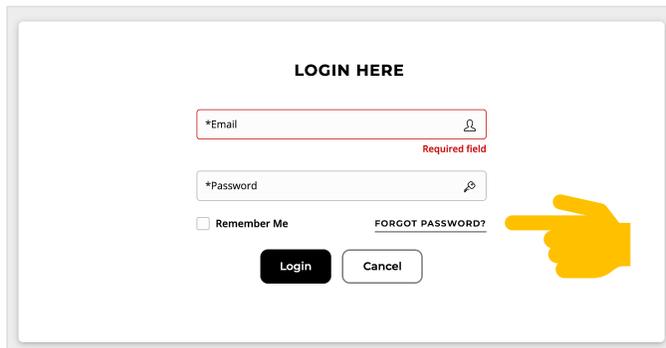Click the **Login** button to enter your **username** and **password**.
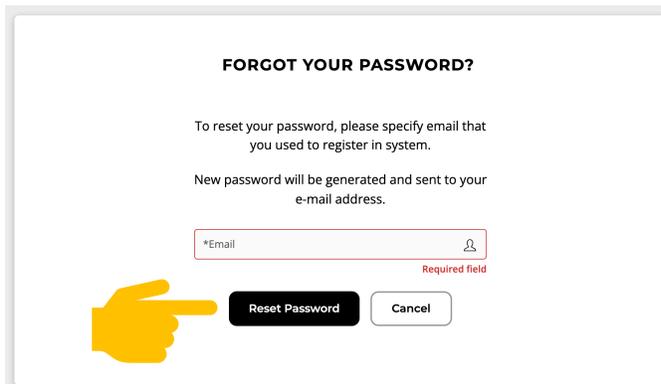
Click **Login** when ready.

FORGET PASSWORD

If you do not have a password to login into the system, you must use the **Forget Password** link on the login page. You can then enter your **Email** and click **Reset Password**.

After clicking Reset Password, you will receive an email with a **Temporary Password**.

Once you receive the password, you can proceed to log into the system with the standard login process going forward.

For more information see the previous section: Access Mears Web Portal.

☑ When using Forget Password, the system will send you a temporary password. It is strongly recommended to change this password after you log in by selecting '**Change Password**' which is in the drop-down menu on the top-right corner of the site.

Once you login successfully, you may proceed to the Web Portal's Dashboard discussed in the next section 'Dashboard Overview'.

DASHBOARD

After logging into the system, you will be on main Dashboard page. This page provides a summary of upcoming and active reservations as well as quick links on your most active rides.

After completing a booking, return to the Dashboard to review your reservations.

To begin booking, click the **MEARS CONNECT** link on the top menu bar.

The Dashboard's **Active Reservations** list provides controls on the right of each listed reservation. These allow you to **View**, get a **Trip Confirmation**, or **Cancel** a reservation.

☑ It is not possible to Edit a reservation. To make changes to a booking, the reservation must be cancelled out and rebooked as a new booking with the correct details.

START BOOKING

Select a Service

When accessing Mears Connect, the main screen will provide several service options.

As you change your selection, the Reservation Summary on the right will change with every action you take to complete your reservation. Refer to it often to confirm your ride details.

Choose the desired service, then click the **Continue** button.

SELECT A SERVICE

1. Mears Connect RoundTrip - Standard Service

2. Mears Connect One Way From Airport - Standard Service

3. Mears Connect One Way To Airport - Standard Service ✔

4. Mears Connect Roundtrip - Express Service

Cancel   Continue

RESERVATION SUMMARY

SERVICE
3. Mears Connect One Way To Airport - Standard Service

Steps to Booking a Ride

After clicking Continue from the Select a Service screen, you will be at the first stage of filling out the reservation's details.

There are three more steps which are outlined above the form:

1. **Where & When**, the main reservation details.

2. **Select Vehicle**, getting a view of available vehicles and rates for the selected service.

3. **Payment & Confirm**, making your payment and completing the booking.

As you progress, the indicator on top will advance until you reach the final step.

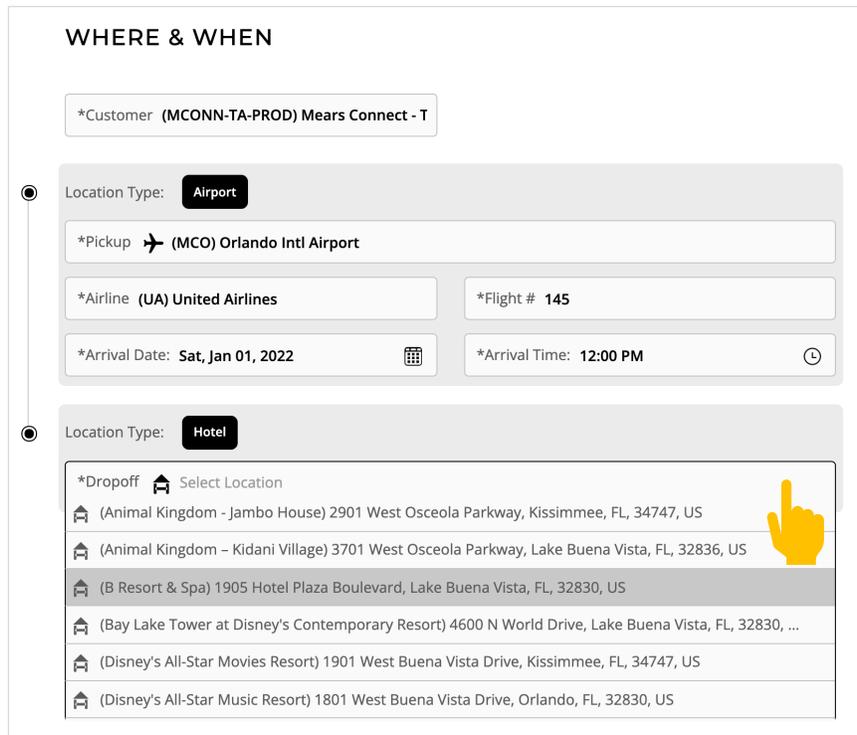Let's begin filling out the details for the first step, **Where & When**.

Where & When

You may skip the Customer field since it will be preset by Mears Connect with an account for the Mears Connect Travel Agent. There is no further action needed for the Customer field.

Selecting Locations

To select a location, click in either the **Pickup** or **Dropoff** field which says "Select Location" to reveal the dropdown of available locations. Choose a location for both pickup and dropoff.

Validating Flight Details

When your **Location Type** is an Airport, you will only have MCO (Orlando International) as an option. Once you enter the Airport, Airline, Flight number, and time information, the system will validate the information.
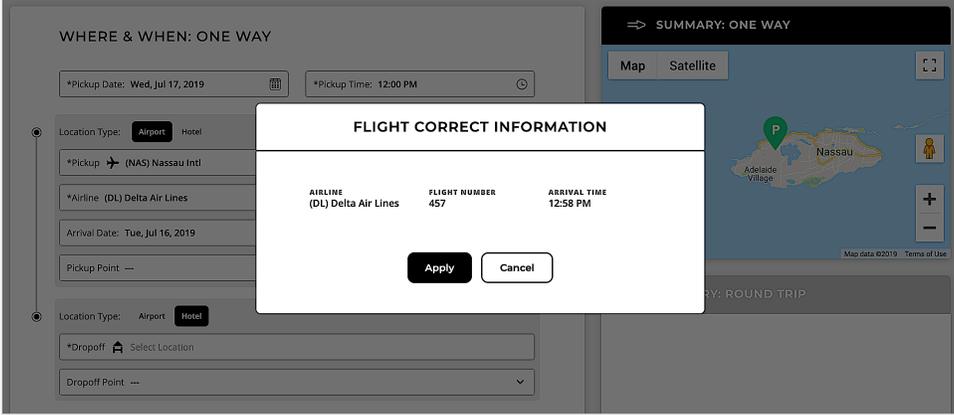

☑ If your flight does not validate, check your flight number and arrival or departure date. If you still cannot validate flight information, call or email MearsConnect regarding the issue you are having. All flights must be verified.

When the flight information is valid, a popup will appear as shown above. Click **Apply**.

Mears Connect requests that all flights be validated before submitting a reservation. If flight details are invalid, contact the passenger to get their flight information.

General Options

After selecting your Dropoff Location, take note the map on the right confirming your route.

Continue below and set the number of **Adults** (ages 10+) and **Children** (ages 3-9) for the reservation. The setting for number of **Bags** is optional and is not required.

Click **Continue** when you are ready.

☑ If the Service you selected is a **Round-Trip** service, you will provide the reservation details in the next step.

Round-Trip Reservations (if applicable)

In case you've selected a Round-Trip service, you will need to provide details for the return. The system automatically sets most of the information from the first segment of the trip.

The return fields may differ based on what the round trip should be. If a Flight is part of your round-trip, add the outbound flight information.

☑ Take note of the **Summary** information on the right-hand side of the screen. If you need to make any changes, click the **Back** button to return to the first segment of the round-trip.

Click the **Continue** button to proceed to selecting a Vehicle for your trip.

SCHEDULE & VEHICLE

In the Vehicle Selection step, you will choose the preferred Shuttle Route. Review the times presented with each route and choose appropriately.

Click the **Continue** button to proceed to Trip 2 of 2 if you are booking a round trip.

☑ Take a moment to review the **Reservation Summary** area on the right side of the screen if needed.

PAYMENT & CONFIRM

The final step to reserving the trip is to add the main passenger's contact details and set a valid credit card for payment. If a **wheelchair** is needed, use the option under Extra Services.

When ready, check the box for "**I agree to the Terms & Conditions**" and then click **Submit**.

Confirmation Email

After clicking the **Create** button to reserve a ride, the confirmation page will appear with a prompt to send the trip details to an email address.

Separate additional emails with a **semi-colon** (**;**) before clicking **Send**. You may also click Cancel to dismiss the prompt if you choose not to email the confirmation.

After clicking Send for your Trip Confirmations, you will be able to review the reservation details again or **Print** them out.

If no further action is needed, click the **Close** button to return to the Service Selection screen.

☑ You can always resend trip confirmations from the Dashboard or the Search screen using the Trip Confirmation icon in the list of active or searched rides.

SEARCH RIDES

The Search Rides screen allows you to find booked reservations based on any date range, ride status, passenger, and reservation number.
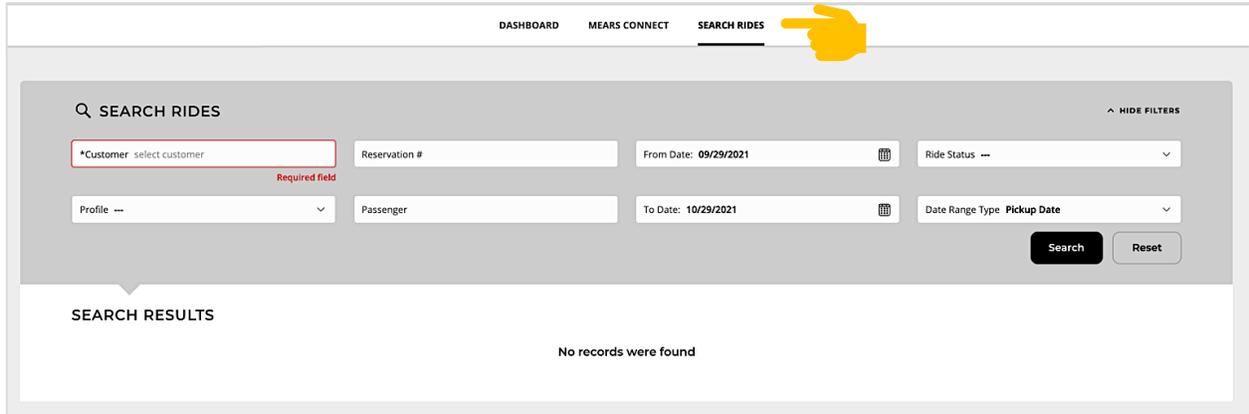
☑ Searching by date range provides an additional option, **Date Range Type**. This field controls whether the dates used should be based on the Pickup Date or the date the ride was Created On.

Customer

When using the Search Rides tool, the Customer is the only required field. Use the field to search for "mears" and then select the Mears Connect option.
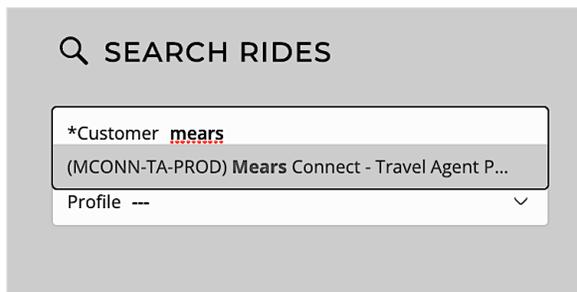
The **Profile Field** is not used and there are no options available in the dropdown.

MANAGE RESERVATIONS

When viewing your list of reservations from either the Dashboard or Search Rides screen, you have several options on the far right of each reservation shown. These options are **View**, **Edit**, or **Cancel**.

- **View**, will open the reservation without allowing you to make any changes. This is useful in situations when you don't want to prevent making any changes.

- **Edit**, allows you to make changes and submit your updated reservation details to Mears. Some restrictions may apply based on how close your scheduled reservation will take place.

- **Cancel**, will allow you to completely revoke your reservation from taking place. Some restrictions may apply based on how close your scheduled reservation will take place. See next section for more info on cancelling a reservation.

Reservation #	Passenger Name	Pickup Date/Time	Pickup Address	Destination Address	Vehicle Type	Vehicle Info / Driver Phone #	Price	Status	
126220*1 $	Stephen Power(SP8747	Oct 30, 2021 01:00 PM	MCO UA 622	(Disney's All-Star Movies Resort) 1901 West Buena , 1901 West Buena Vista Drive, Kissimmee, FL 34747	STANDARD		USD $45.50	ACTIVE	⊕ 📖 🗑

☑ Reservations with scheduled pickup dates taking place in the following calendar year will not appear in the main Dashboard. To view these reservations, you must use the **Search Rides** screen and use the Date selection controls to query rides taking place in the future calendar year.

CANCEL RESERVATIONS

Cancelling reservations can be done from either the Dashboard or Search Rides screen. Both present a list of reservations with the same options View, Trip Confirmation, and Cancel.

Reservation #	Passenger Name	Pickup Date/Time	Pickup Address	Destination Address	Vehicle Type	Vehicle Info / Driver Phone #	Price	Status	
126220*1 S	Stephen Power(SP8747	Oct 30, 2021 01:00 PM	MCO UA 622	(Disney's All-Star Movies Resort) 1901 West Buena , 1901 West Buena Vista Drive, Kissimmee, FL 34747	STANDARD		USD $45.50	ACTIVE	🔍 📋 🗑

The Cancel button is represented by a Trashcan, when **Cancel** is clicked, a popup will appear that allows users to add a reason for the cancellation.

Enter a cancellation reason and click **Ok**. You will receive a new email confirmation for the reservation which has been cancelled. If you do not receive a confirmation of your cancellation, contact Mears Connect to resolve the issue.

Reservation #	Passenger Name	Pickup Date/Time	Pickup Address	Destination Address	Vehicle Type	Vehicle Info / Driver Phone #	Price	Status	
126220*1 S	Stephen Power(SP8747	Oct 30, 2021 01:00 PM	MCO UA 622	(Disney's All-Star Movies Resort) 1901 West Buena , 1901 West Buena Vista Drive, Kissimmee, FL 34747	STANDARD		USD $45.50	ACTIVE	🔍 📋 🗑

CANCEL RESERVATION

Please, specify cancellation reason

Trip is cancelled due to changes.

Required field

Ok   Abort

☑ The cancel reason is required to process the cancelling of reservations.

TRAVEL AGENT NOTES

- Payment is by Credit Card only

- Flights need to be validated

- Children passengers are Ages 3 to 9 years old – Infants are not counted. Adult passengers are Age 10 and older

- Bookings start after January 1, 2022 – it is not possible to reserve trips for schedules prior to January 1, 2022

- Travel Agents IATA code will be prepopulated to the PO Ref# field