

TeleTech.

turn it UP!

SALES KICKOFF 2017

Doing what we do best



Riding is the New Driving - FAQ's on Lyft

For ground transportation while in Denver, we would like to encourage you to use a ride-sharing service, Lyft (via your mobile phone app). Use Lyft to get from and to the airport, and start your networking in Denver early, by planning to share a ride with another TeleTech colleague.

If you are not familiar with Lyft, we have included information on how to download the Lyft App, set up your profile, use TeleTech T&E Credit Card, and special rates (if applicable). By using Lyft, you are not only helping the company save money, but you also get to save time by avoiding rental company shuttles, and the time/money required to fill the vehicle with gas. Finally, as you know, Denver weather is often unpredictable, by choosing Lyft, you are going to let somebody else, experienced with Denver weather, do the driving for you. See Lyft FAQs below.

We're excited to bring you a better business ride experience with Lyft — TeleTech's preferred ground transportation partner. Lyft provides safe and reliable rides in hundreds of cities, and we're excited to partner with a company that shares our community-focus.

Use Lyft for stress-free business travel

Benefits for TeleTech employees:

- Provide safe rides with increased transparency and digital protection.
- Stress-free ground transportation — just tap request on your smartphone
- Easy expensing and cashless payment through your Lyft business profile
- Cut spending with savings of up to 30% compared to other services and for our Sales Kickoff Meeting you will have \$15.00 credit to use for your ride just for creating an account! (*credit has expiration date)
- Simple to use! Download the App, Set up your user profile, Request a ride, Get matched with a driver, Get picked up and dropped off. Pay! It's that easy!

How to get Started

- **Step One!** You can set up your Lyft business profile using your work email in a few simple steps.
 - a. Be on the lookout for an email directly from Lyft with link to establish or connect a business profile,
 - b. Click this link and enter information requested,
 - c. If you do not currently have a personal account, you will be a first time user creating an account with only a business profile.
 - d. Use your business email address to establish your business profile which will be connected to TeleTech Program
 - e. Why a business profile? Your business profile keep separate your work trips from your personal ones and allows you to set up a separate payment default for travel for when you have a corporate card, simply toggle between personal profile or business profile before you request a ride and during the payment process.
 - f. We ask that you set up your business account using your Corporate Travel Card (the card type may vary depending on your home country) doing this will also make expensing your rides easy.
 - g. Once this is complete you will receive a device activation code to your smartphone and once you download the app you will be able to see your account
- **Step Two!** Request and Ride
 - a. Open the Lyft App on your smartphone
 - b. Tap a button to request a ride and view estimated price and time of arrival
 - c. Get Matched to a driver and track driver location in real- time.
 - d. Ride!
 - e. Pay – When your ride is complete, review the fare and submit payment / no tip required, it is done electronically – No cash is

exchanged and the charge will automatically appear in your IExpense!

To use credit for sales meeting transportation (only if you have also a personal account) you must manually move the code to your business profile with these steps,

- tap the payment method (i.e. last four digits to the right of the business briefcase)
- select the credits (the checkmark will move)
- select Save

- f. Rate your driver – We can leave optional comments based on your experience!

- **FAQ's**

- a. What if I am already a Lyft user? Can I use my existing set up? Yes, in the step one above you will be creating a separate business profile within your existing account. Simply toggle between your personal and business profiles before your ride requests and during payments.
- b. What if I have issues downloading or using the app? If you have issues with the App/ use <https://help.lyft.com/hc/en-us> for support questions
- c. What if I have questions about the TeleTech Corporate partnership or usage of Lyft for business travel, contact Traveldesk@teletech.com
- d. Lyft offers Ride Share arrangements with other passengers, should I use this? TeleTech is not encouraging you to share rides with strangers for business as this could add time and confusion to your transportation arrangements. If you are traveling with a colleague, Yes, where and when it makes sense then we encourage you to share!
- For those who sharing a ride with a colleague, how should we use the App? It is beneficial to all travelers to have the Lyft app downloaded and ready to go in advance! Only one traveler is required to call for a Lyft when traveling in a group.
 - *For the Sales Kickoff Meeting Transportation, we will assist with coordinating groups to support this process and you will be advised of your group.
- e. Is it good for international usage – No, US cities only, however if you are traveling from outside the US, visiting a US city you should take advantage of the Lyft services and download the app prior to arrival.

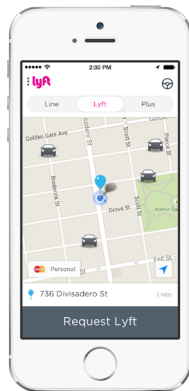
See the following page for instructions on using the Lyft App.

Lyft Smartphone App

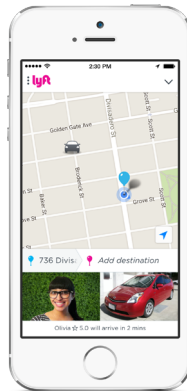
HOW IT WORKS FOR PASSENGERS



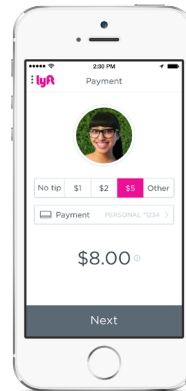
Download: Get the app on your smartphone and input your credit card information.



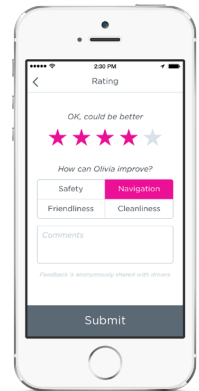
Request: Tap a button to request a ride and view estimated time of arrival.



Get matched: Based on proximity and ratings, get matched and track driver location in real-time.

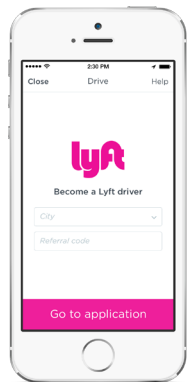


Pay: When your ride is complete, review fare and submit payment electronically — no cash is exchanged.

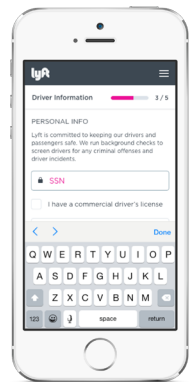


Rate: After the ride, rate your driver and leave optional comments based on safety, navigation, friendliness, and cleanliness of car.

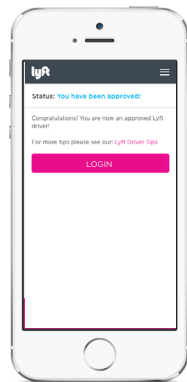
HOW IT WORKS FOR DRIVERS



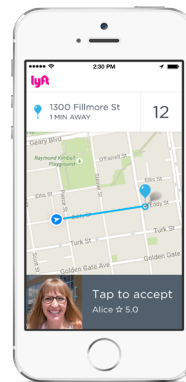
Download: Get the app on your smartphone, input your personal car year, make and model.



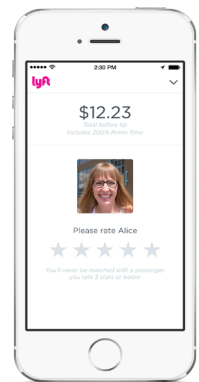
Get screened: Move through strict screening process including criminal background and driver record checks.



Get onboarded: If approved, complete welcome process. Only approved members can access driver mode.



Drive: After reviewing passenger location, photo, and rating, accept rides as they appear on your smartphone.



Rate: After the ride, rate your passenger and leave optional comments. Driver is not shown what rider paid.