



Address: 5225 Norwood Road • Dallas, TX 75247  
 Toll Free: 1-800-360-LIMO • Local: 214|348-9898 • Fax: 214|221-2299

## Vendor Questionnaire – Coach Operator

### I. General Information

<b>Company Name:</b>	
<b>Contact Person(s):</b>	
<b>Dispatch Manager:</b>	
<b>Accounting Manager:</b>	
<b>Mailing Address:</b>	
<b>Email Address:</b>	
<b>Web Address:</b>	http://www.
<b>Toll Free Phone:</b>	
<b>Local Phone:</b>	
<b>Emergency Phone:</b>	
<b>24-Hour Fax Line:</b>	
<b>Do you have a 24-Hour dispatch and reservation center? If not, please provide an emergency cell phone number and business hours?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <b>Cell:</b> _____ <b>Business Hours:</b> _____
<b>Please provide the following company information:</b>	_____ # of years in business _____ # of administrative staff _____ # of driving staff
<b>Please provide a copy of your DOT certificate:</b>	
<b>Tax Payer I.D. Number:</b>	



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## II. Business Questions

<p><b>What reservation/dispatch software do you utilize?</b></p>	
<p><b>How will reservations be confirmed? Check all that apply.</b></p> <p><b>Can they be confirmed with-in 2 hours?</b></p> <p><b>Can you provide driver name, bus number and phone number, 6 hours prior the ride?</b></p>	<p><input type="checkbox"/> Fax <input type="checkbox"/> Email <input type="checkbox"/> Phone</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p><b>For airport arrivals, do you track flights?</b></p> <p><b>If flights are delayed do you charge? If yes please describe charges.</b></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p><b>What are your cancellation policy?</b></p>	
<p><b>Do you have a driver training program? Briefly describe.</b></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p><b>Do you perform driving record and background check prior to employment?</b></p> <p><b>Once employed, how often do you check these records?</b></p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>



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<b>Do you have a pre-employment drug/alcohol testing policy?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Once employed, how often do you perform drug/alcohol testing?</b>	
<b>Can you provide a cooler with ice and water when requested?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Is there a charge for this?</b>	
<b>Can billing be closed within 48 hours?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Please describe or attach your current airport arrival procedure for both Domestic and International arrivals:</b>	
<b>Where will the bus be staged at the airport?</b>	
<b>Please advise all airports/markets served by your company:</b>	



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### III. Please provide the following in Electronic Form:

1. Complete Rate Schedule including affiliate discount.
2. Certificate of Insurance and Certificate of Workmen's compensation. Please have your agent send an ACCORD with 360Limo, Inc. named as additional insured.
3. Coach list with Year, Make, Color. (Form Attached)
4. Completed W- 9.

### IV. Reservation Process:

1. 360Limo will send reservations via email, fax or both, whichever you prefer.
2. We ask that you confirm via fax or email within 2 hours. Confirmation should include your reservation number and all pertinent reservation information.
3. Please notify our office immediately if you can not accept a reservation.

### V. Service Delivery:

1. We ask that you do not farm-out 360Limo reservations, but if absolutely necessary please call our office prior to doing so.
2. Drivers must be dressed in either the company uniform or slacks and clean dress shirt. No jeans, sneakers and tee shirts allowed. All drivers assigned to 360Limo work must have received proper training.
3. All vehicles must be clean, late model, and in good working condition.
4. Upgrading any vehicle must be approved with the 360Limo dispatch ahead of time.
5. You must NEVER solicit or hand out your company business cards to 360Limo clients under any circumstance.
6. 360Limo will provide you with a greeting sign to be used on all rides.
7. Please notify 360Limo dispatch in advance if a driver will be late for a reservation.
8. If your driver can not locate a 360Limo client or location, please contact our dispatch immediately. Never release a vehicle without 360Limo authorization.
9. Please call our office to get authorization for any change or additional service from the originally scheduled trip that will result in extra charges.

### VI. Billing:

1. Final charges must be submitted no later than 48 hours after the completion of each trip.
2. Please list all charges separately including the base charge, gratuity, parking, tolls, discount, etc.

**I have read and accept the above agreement. Required!**

Signature \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

