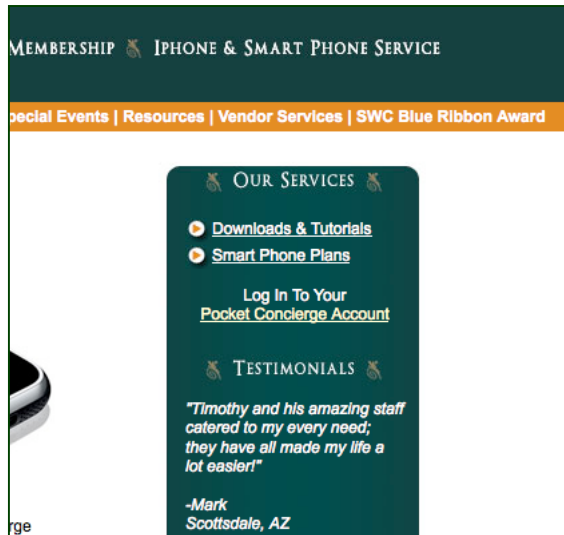
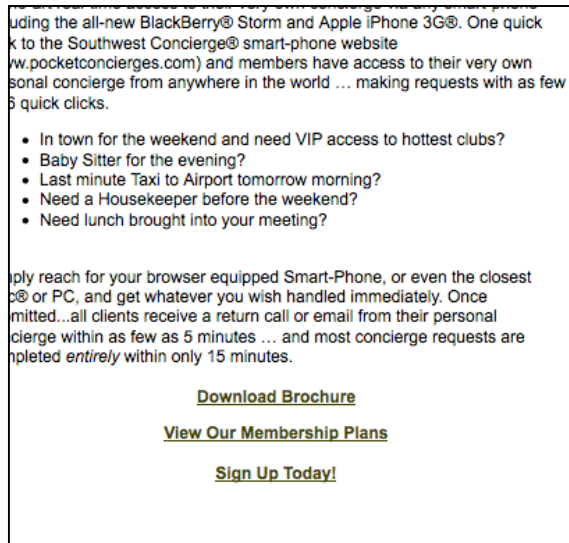


Getting started with your personal concierge account is easy...and only takes about 3 minutes to get set up. Once set up...your account is accessible from any browser including your Mac, PC or Cell Phone.

- 1.) Go to the Southwest Concierge web site (www.swconcierge.com) from any Mac or PC. Click on the iPhone & Smart Phone Service link at the top of the page.
 - a. Figure 1.

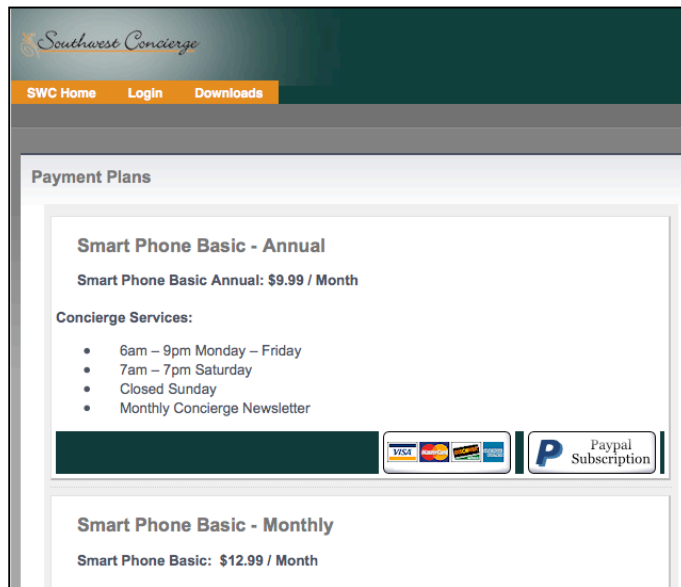


- 2.) Go to the bottom of the page and click on the Sign Up Today! Link
 - a. Figure 2.



3.) Choose the program that's best for you. If you have a coupon code you MUST choose a monthly program (the code will be requested in the last step).

a. Figure 3.

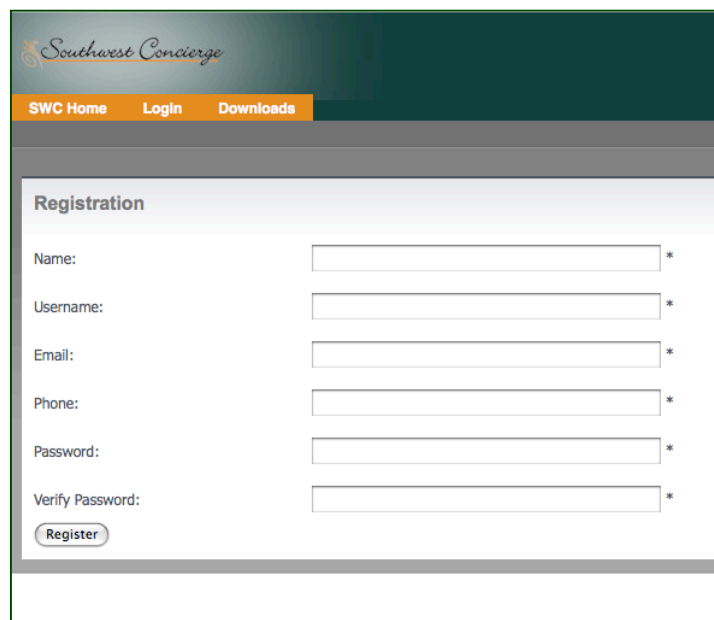


4.) Under your chosen program choose a payment method that's best for you: Visa, MC, Discover and AMEX, or, if you prefer, you may choose PayPal...another secured online program.

a. Figure 3.

5.) Fill out the profile information. This information will ONLY be used to provide you with exceptional concierge service....we NEVER sell or distribute any information outside our company...EVER!

a. Figure 4.

A screenshot of the Southwest Concierge website showing the registration form. The header is identical to Figure 3. The main content area is titled "Registration" and contains several input fields: Name, Username, Email, Phone, Password, and Verify Password. Each field is followed by an asterisk indicating it is required. A "Register" button is located at the bottom of the form.

6.) Verify that all the information is correct...and enter your coupon code if you have one. Please Note...coupon codes ARE cap-specific. Check the terms and condition box and click “Continue.”

a. Figure 5.

The screenshot shows a 'Confirmation' page with a table of account details. Below the table, there is a 'Coupon Code' input field, a checkbox for terms and conditions, and a 'Continue' button. At the bottom, there is an 'Authorize.Net' logo and various payment method icons.

Account	Detail	Amount
Name: Michelle Smith Username: msmith E-mail: msmith@swconclierge.com	Smart Phone Basic - Monthly	12.99 USD - Authorize.net ARB

Smart Phone Basic: \$12.99 / Month

Conclierge Services:

- 6am – 9pm Monday – Friday
- 7am – 7pm Saturday
- Closed Sunday
- Monthly Conclierge Newsletter

This is a test confirmation message.
Please use the Continue-Button to complete your registration.
If you have a coupon code, you can enter it here, or on the Checkout Page to get a discount on your payment

Coupon Code:

I have read and agree to the [Terms of Service](#)

Authorize.Net
recurring Payments

Make recurring payments with Authorize.net

VISA MasterCard DISCOVER AMERICAN EXPRESS eCheck iCH Discover Club International

7.) Enter your credit card information. First Name and Last Name need to be what is printed on the card...and does not need to match the membership name (it can be someone else’s card). Click on “Checkout” button to complete transaction.

a. Figure 6.

The screenshot shows a 'Checkout' page with a 'Regular Billing Term' section, a 'Coupon Code' input field, and a 'Checkout' section with credit card information fields. At the bottom, there is an 'Authorize.Net' logo and various payment method icons.

Checkout

Your Registration has been saved now. On this page, you can complete your payment.
If something goes wrong along the way, you can always come back to this step by logging in to our site with your username and password - Our System will give you an option to try your payment again.

Regular Billing Term

Duration: 1 Month
Cost: 12.99 USD

Coupon Code

If you have a coupon code, you can enter it here to get a discount on your payment

Checkout

Card Number:

Expiration Month: 01

Expiration Year: 2009

First Name: Michelle

Last Name: Smith

Authorize.Net
recurring Payments

Make recurring payments with Authorize.net

VISA MasterCard DISCOVER AMERICAN EXPRESS eCheck iCH Discover Club International

- 8.) The system will advise you if your payment has been accepted....and will send you an email to notify you.
- 9.) Open your email and click on the acknowledgement to activate your account.
- 10.)A second email will arrive noting that your payment has been received and processed.
- 11.)All you have to do now is enjoy having a personal assistant at your beck and call!!! Enjoy the new service....you'll wonder how you lived with out us!

Setting up your phone is simple. Goto your SmartPhone and open a browser window. Enter the URL www.pocketconcierges.com (note the S at the end). Enter your login ID and password and click the “Remember Me” box.

For iPhone users...you’ll most likely want to place a button to your new concierge service on your Home Screen...this is called a “web clip.” To set up a home screen web clip:

- Open the www.pocketconcierges.com webpage and tap. Then tap “Add to Home Screen.”
- When you open a web clip, Safari automatically zooms and scrolls to the area of the webpage that was displayed when you saved the web clip. The displayed area is also used to create the icon for the web clip on your Home screen, unless the webpage comes with its own custom icon....so be sure to set your screen perfectly prior to “adding to home screen.”
- When you add a web clip, you can edit its name. If the name is too long (more than about 10 characters), it may appear abbreviated on the Home screen...we suggest using CONCIERGE as your name.
- Note: Web clips are not bookmarks, and aren’t synced by MobileMe or iTunes.

To Delete a web clip:

1. Touch and hold any icon on the Home screen until the icons start to wiggle.
2. Tap the “x” in the corner of the web clip you want to delete.
3. Tap Delete, then press the Home button to save your arrangement.