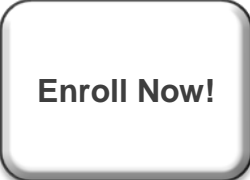


National and Enterprise FAQs

National Car Rental and Enterprise Rent-A-Car are designated as the primary car rental supplier for **University of Kansas** travelers. Your company's unique Account Number for **business rentals** with either brand is **XZ05189**. Use the links below to get the answer to frequently asked questions and who to contact if you still have questions.

| Competitor Status Match | You will be awarded equivalent Emerald Club status to any competitor loyalty program. Travelers have instant status with Emerald Club. | Emerald Club Membership Tier | Competitor Tier |
|-------------------------|---|------------------------------|---|
| | | Emerald Club | Hertz Gold Hertz #1 Avis Preferred |
| | | Emerald Club Executive | 5 Star Hertz Gold AVIS 1st |
| | | Emerald Club Executive Elite | Hertz President's Circle Avis President Club |

| Enroll in Emerald Club Today | Please complete your profile online prior to your first rental; otherwise you will need to stop at the rental counter to complete it. | |
|------------------------------|---|--|
| | When you enroll online, you will immediately receive your new Emerald Club number. |  |
| | Please be sure to update your travel profile with your Emerald Club number. | |
| | Once you update your travel profile with your new Emerald Club number you start earning rewards! | |

Click on the Question for a hotlink answer to Frequently Asked Questions

[How do I know which brand to use?](#)
[What are the advantages of National?](#)
[What are the advantages of Enterprise?](#)
[What is the Emerald Club?](#)
[How do I learn to use the Emerald Aisle?](#)
[What is the National Car Rental App?](#)
[How do I download the National Car Rental App?](#)
[What if I am already an Emerald Club member?](#)

[Can I rent for personal travel with my Emerald Club membership?](#)
[How do I receive free rental days?](#)
[How do I contact National if I have a question?](#)
[When should I choose Enterprise?](#)
[How do I earn Emerald Club rewards at Enterprise?](#)
[How do I contact Enterprise if I have a question?](#)
[What if I have additional questions?](#)

How do I know which brand to use?

- Use the National brand when renting at the airport.
- Use the Enterprise brand when renting off-airport or at suburban locations.

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What are the advantages of National?

- Complimentary membership in Emerald Club
- Counter bypass with Emerald Aisle Service
- Choose your own car when you rent — often a complimentary upgrade
- Members' only counters with pre-printed rental agreements
- Rewards — free rental credits
- Access to an exclusive Member Services hotline
- Special offers and travel discounts
- The National Car Rental App puts your reservations at your fingertips

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What are the advantages of Enterprise?

- Enterprise Rent-A-Car provides a vast network of more than 5,500 neighborhood locations in North America to service your off-airport needs
- Free customer pickup and drop-off within local branch area with a 24-hour advance notice*
- Recognition — Emerald Club members are recognized at most U.S. Enterprise locations, and earn points toward free rental days

**Call the location 60 minutes prior to when you would like to be picked up and brought to the Enterprise office.*


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What is the Emerald Club?

- Emerald Club is the loyalty program of National, providing members with exclusive benefits and privileges to make renting faster and easier.
- At most major North American airport locations, members with a midsize car reservation can bypass the rental counter and proceed to the Emerald Club Aisle. There they may simply take any vehicle — midsize or larger.
- Regardless of the vehicle selected, a member pays only the midsize rate.
- Emerald Club allows members to accrue free rental days.
- The Club rewards travelers with three tiers of privilege: Emerald Club, Emerald Club Executive, and Emerald Club Executive Elite.

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| <p>How do I learn how to use the Emerald Aisle?</p> | <ul style="list-style-type: none">● Take a virtual tour! www.emeraldaisle.com/video | |
| <p>What is the National Car Rental App?</p> | <ul style="list-style-type: none">● Our mobile app caters to all travelers with additional features for Emerald Club members.● The app features a Trip Tracker, which detects where in the rental cycle the member is, providing timely actions at each stage, from booking to returning the car.● Make and search for reservations, and review location information. The app notification system will also provide alerts concerning upcoming trips.● App technology expands Emerald Aisle service to our non-aisle stores through the Virtual Aisle feature.● App is available for both Android and iOS. | |
| <p>How do I get the National Car Rental App?</p> | <ul style="list-style-type: none">● Download the complimentary app at: https://mobileapp.nationalcar.com | |
| <p>What if I am already an Emerald Club member?</p> | <ul style="list-style-type: none">● If you are already an Emerald Club member, simply click on the e-mail icon and mail your Emerald Club membership number to the dedicated Account Development Representative Linda Freeman.● Please make sure the words “<i>Match to University of Kansas Program</i>” are in the subject line. |  |
| <p>Can I rent for personal travel with my Emerald Club membership?</p> | <ul style="list-style-type: none">● Yes! Your Emerald Club membership is valid for all of your rentals with National whether for business- or personal-use.● Personal rentals do not include coverage (Damage Waiver and liability protection).● Be sure to reference Account Number: XZ05401. | |
| <p>How do I receive free rental days?</p> | <ul style="list-style-type: none">● Free rental days are automatically credited to your account through a paperless process requiring no coupons or statements. | |

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| <p>How do I contact National if I have a question?</p> | <ul style="list-style-type: none"> • Emerald Club Member Services: 800-962-7070 • Monday through Friday from 9 a.m. until 6 p.m. EST • National Customer Service: 800-227-7368 |
| <p>When should I choose Enterprise?</p> | <ul style="list-style-type: none"> • Month-or-More rentals • Off-airport rentals • Specialty vehicles such as cargo vans, convertibles, and more • Also available at most major airports |
| <p>How do I earn Emerald Club rewards at Enterprise?</p> | <ul style="list-style-type: none"> • Enter your Emerald Club number as your loyalty number for Enterprise on Concur. • Members of Emerald Club enjoy faster reservations quicker rentals, and member discounts at Enterprise. • Earn rental credits toward higher status and free rental days. • At this time, any free rental days earned must be redeemed at a National location. |
| <p>How do I contact Enterprise if I have a question?</p> | <ul style="list-style-type: none"> • Enterprise Customer Service: 800-264-6350 • Enterprise General Reservations: 800-RENT-A-CAR |

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My question is not answered in this document...

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