

Travel Arranger's Guide



 **National.**

 **enterprise**



Travel Arranger's Guide

University of Kansas

Account Number: XZ05189

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Contact and Reservation Information

Reservation Support

National and Enterprise are here to serve you and we are committed to providing the best service possible. When you need assistance with a booking, website question, billing information, customer service issue, or any other question, we want to hear from you.

Ask your Travel Agent for help or contact us directly via telephone or email. We maintain a professional, highly trained support staff that is dedicated to assisting the University of Kansas.

Note: Every reservation must include your company name and Account Number to receive the proper rates and all benefits.



North American Reservations	877-222-9058
International Reservations	800-227-3876
Emerald Club Member Services	800-962-7070
Customer Service (Mon thru Fri 9 a.m. until 6 p.m. EST)	800-468-3334
Medical/Accessibility Requests (hand controls, etc.)	888-273-5262
VIP and FBO Reservations	800-777-5050
Roadside Assistance:	800-367-6767



North American Reservations	800-261-7331
Customer Service	800-264-6350
Medical/Accessibility Requests (hand controls, etc.)	866-225-4284
FBO Reservations	877-421-3722
Roadside Assistance	800-307-6666

Account Management Support

Questions or concerns regarding the University of Kansas' contracted program may be addressed by:

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Emerald Club Benefits and Tiers



Emerald Club Membership gives travelers services and perks designed to get them in, out, and on their way faster. Members can earn Free Rental Days and get upgraded to elite membership levels when renting with National more often.

All Emerald Club members can:

- Choose their own cars.
- Bypass the counter at most major North American airports.
- Receive helpful arrival and return alerts.
- Earn free rental days.
- Expedite returns with automatic e-receipts.
- Earn Emerald Club rental credits at participating Enterprise Rent-A-Car locations.
- Receive complimentary membership, exclusive offers, and special rates.
- Access Member Services: **800-962-7070** (Monday-Friday, 9 a.m. until 6 p.m. EST)



EMERALD CLUB_(EC)

Benefits:

- Choice of car from the Emerald Club Aisle
- One Free Rental Day (up to a midsize car) with *seven* rental credits OR frequent flier miles (amount varies by airline)

Requirements:

None

Reservations:

800-328-1234



EXECUTIVE_(CE)

Benefits:

- Choice of car from the Executive Selection featuring fullsize and higher class cars charged at the midsize rate
- Guaranteed upgrades--member always pays for one car class less than the car reserved (fullsize through luxury)
- One Free Rental Day (up to a fullsize car) with *six* rental credits OR frequent flier miles (amount varies by airline)

Requirements:

12 to 24 paid rentals, or 40 to 84 paid rental days in a calendar year

For members upgrading to *Executive*, membership is valid for the remainder of the year the member was promoted and an additional 14 months

Reservations:

800-732-2109, dedicated line



EXECUTIVE ELITE_(EE)

Benefits:

- Same as above PLUS:
- Guaranteed car (up to a fullsize) with 24-hour advance notice
- Car delivery to most private airport terminals within 50 miles of a National location in the U.S. (charges may apply)
- One Free Rental Day (any car class with no blackout dates) with *five* rental credits OR frequent flier miles (amount varies by airline)

Requirements:

25 or more paid rentals, or 85 or more paid rental days in a calendar year

For members upgrading to *Executive Elite*, membership is valid for the remainder of the year the member was promoted and an additional 14 months

Reservations:

888-836-3725, dedicated line

The Emerald Club and its services require a signed Master Rental Agreement on file.

Methods of Delivery / Pick Up Process for Travelers

The reservation number is appended with a 5-letter code identifying the pickup process for all travelers.

The delivery method is determined by member level and the pick-up location:

AISLE – Follow signs to Emerald Aisle, pick any car from the designated area, proceed to the exit booth





EXSEL – Follow signs to Executive Selection, pick any car, proceed to the exit booth

BOOTH – Follow signs to Emerald Club booth, show valid ID, collect the vehicle keys

RESRV – Proceed to vehicle row of the car class reserved (compact car = compact row; premium car = premium row.), choose a car, proceed to the exit booth

EXCNT – Proceed to designated Emerald Club member counter, show valid ID, collect the keys

Emerald Club Benefit Tiers

	 Emerald Club	 Emerald Club Executive	 Emerald Club Executive Elite
Dedicated Phone Line	800-328-1234	800-732-2109	888-836-3725
Requirements	Complimentary Membership	12-24 Rentals or 40-84 Days	25+ Rentals or 85+ Days
Speed & Choice (Counter bypass; pay midsize rate)	The Aisle (Midsize or better)	Executive Area (Fullsize or better)	Executive Area (Fullsize or better)
Drop & Go (Emailed Rental Receipts)	✓	✓	✓
Earn with Enterprise (At participating Enterprise locations)	✓	✓	✓
Free Rental Days (Credits required for 1 rental day)	7	6	5
Online Reservations	✓	✓	✓
Special Offers	✓	✓	✓
Free Additional Driver (Family members and business associates)	✓	✓	✓
Guaranteed Upgrades (Vehicles reserved at Midsize rate)		✓	✓
Guaranteed Vehicles with 24-Hour Notice (Up to full-size vehicle)			✓
FBO Service (Private airport delivery)			✓

Travel Partners

- AIR MILES® Reward Program
- Alaska Airlines—Mileage Plan™
- Alitalia—MilleMiglia
- All Nippon Airways—ANA Mileage Club
- American Airlines—AAdvantage
- Asiana Airlines—Asiana Club
- Carlson Hotels—Club Carlson
- China Eastern Airlines—Eastern Miles
- Delta Air Lines—Skymiles®
- Etihad Airways—Etihad Guest
- Hawaiian Airlines—HawaiianMiles
- Hilton Worldwide—Hilton HHonors
- Jet Airways (India)—JetPrivilege
- Korean Air—SKYPASS
- LAN Airlines—oneworld®
- MORE Rewards
- Southwest Airlines—Rapid Rewards
- US Airways—Dividend Miles

Aisle Service

Whether traveling for business or leisure, Emerald Club® members love saving time and avoiding hassles when they bypass the counter at any of our over 60 counter bypass locations. It's the easiest way to get on the road fast.

- Simply reserve a midsize car at participating locations in the U.S. or Canada.
- When you arrive at the location, go directly to the Aisle or Executive area.
- Choose any car — any size, color, make or model — and only pay the reserved midsize rate. The keys are in the cars.

Reserve Service

Emerald Reserve Service is exclusively for Emerald Club members who require a specific car class — a convertible, SUV, minivan or any other vehicle.

- Make your reservation for the desired vehicle at a counter bypass location.
- When you arrive, bypass the counter and go directly to the row of the car class you reserved. The bus driver and greeter will be available to guide you.
- Choose any car from the row of your reserved car class. The keys are in the cars.
- Your rental transaction will be quickly completed at the exit booth.

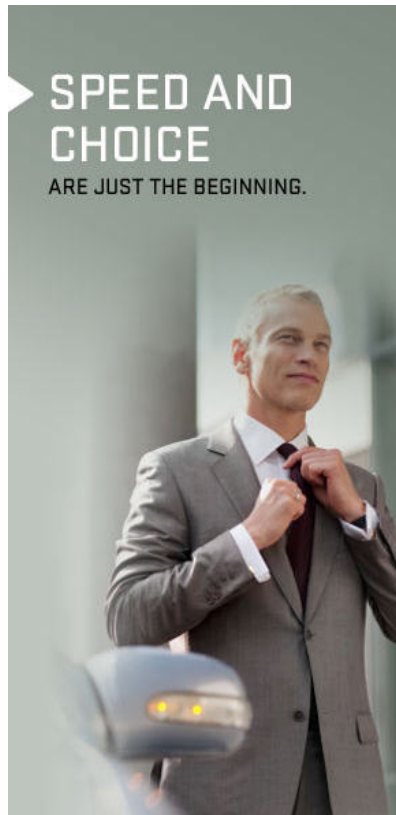
Counter Service

Emerald Club Counter Service™ allows you to expedite your rental process when counter bypass is not available.

- When you arrive at the rental facility, go to the dedicated Emerald Club queue at the National counter.
- Present your driver's license and credit card. The rental agent will hand you the rental agreement and keys and direct you to your vehicle.

PLEASE NOTE: Some locations feature a booth situated on the lot. This service allows you to bypass the counter and proceed to a designated area on the lot to process your rental.

- When you arrive at the location, go directly to the booth on the lot.
- Here you can choose the car you want, receive the keys from the agent and get on your way.



Emerald Club at Enterprise Rent-A-Car



Emerald Club members may rent and receive rental credits at participating Enterprise locations.

This service offering improves an Emerald Club member's ability to achieve Executive or Executive Elite status and earn Free Rental Days faster.

Benefits of Enterprise include:

- On-site locations at more than 300 airports across North America.
- More than 5,500 home-city/neighborhood locations.
- "We'll Pick You Up" service – No cost within five miles of rental location.
- Emerald Club profiles automatically updated.
- Terms and conditions of corporate agreement are recognized.
- One Emerald Club membership number that will be recognized at both National and Enterprise locations.

Reservations

Reference the corporate Account Number and Emerald Club membership number at the time of reservation for proper rates and rental credits.

Reservations may be made via:

- Online at enterprise.com/loyalty, then select *Emerald Club* tab
- Toll-free at **866-206-3518**

Rental, Return, and Receipts

At Enterprise locations, Emerald Club members should proceed to the Enterprise counter for assistance.

- Rental profile pre-populated with renter information for quicker transactions.
- Visual inspection of vehicle.
- Return to originating location and renting brand.
- Paper receipts given at time of vehicle return.
- Online receipts can be printed at enterprise.com/car_rental/ticketReceiptRequest.do.

Rewards

Emerald Club renters earn credits and free days based upon qualifying rentals.*

- Currently, Emerald Club *free days are only available for redemption at National locations.*
- Frequent flyer miles and hotel points are *not* awarded for rentals at Enterprise locations.

**Qualifying rental is defined as vehicle rental in the United States and Canada.*

Body shop, dealership, and insurance rentals do not qualify.

Additional information is available at emeraldclubpromos.com/loyalty.



If you travel to a destination where you cannot rent with your preferred brand, you have the option to rent from our Drive Alliance network.

As we expand our global reach, our focus is to provide customers a complete network of brands to meet their rental needs. A strategy that began in 2012 in our U.S. and Canadian markets is now being launched in a global phase for travelers to Latin America, the Caribbean, Asia Pacific, Europe, the Middle East, and Africa.

The Drive Alliance creates a global coverage network including all our brands operating in a unified structure. Executed by regional subsidiaries and one fleet, we provide local market expertise and overall flexibility to meet constantly changing demands.

Geographical Presence

Customers traveling to the following regions will be directed to the Drive Alliance brand providing coverage:

National Car Rental and Enterprise Rent-A-Car	National Car Rental	Enterprise Rent-A-Car
<ul style="list-style-type: none"> • United States • Canada • Europe • Middle East • Latin America • Asia Pacific 	<ul style="list-style-type: none"> • Caribbean 	<ul style="list-style-type: none"> • Africa

Reservations

When customers visit their primary brand's website to make a reservation, the system will permit them to visit the appropriate Drive Alliance partner's site (if applicable). All customer-entered information will carry over to the partner site.

Earning Loyalty Rewards

International rentals also earn rental credits or partner points for qualifying rentals for Emerald Club members. The loyalty number must be included on the reservation and rental and occur at participating Drive Alliance locations.

Emerald Club rental credits and Elite tier statuses will post approximately 24 hours after the close of the rental and are redeemable at participating National locations in the United States and Canada.

Whether you need a car around the corner or around the globe, the Drive Alliance has you covered.



Learn more about the Drive Alliance by visiting drivealliance.com.

National and Enterprise have created a world of excellence by establishing a global network of more than 8,100 rental locations in more than 60 countries across the globe.

United States

National and Enterprise operate in all 50 states including the District of Columbia and Puerto Rico.

Canada

National and Enterprise operate in all provinces and the Northwest Territories.

Europe / Middle East / Africa

Albania
Austria
Belgium
Bosnia
Bulgaria
Croatia
Cyprus
Czech Republic
Denmark
Estonia

France
Germany
Greece
Hungary
Iceland
Ireland
Israel
Italy
Kosovo

Latvia
Lithuania
Luxembourg
Macedonia
Moldova
Montenegro
Netherlands
Norway
Poland
Portugal

Romania
Serbia
Slovakia
Slovenia
Spain
Sweden
Switzerland
Turkey
United Kingdom

Asia Pacific

China
Guam
Japan
Philippines

Saipan
Singapore
South Korea
Thailand

Latin America / Caribbean

Argentina
Aruba
Barbados
Belize
Brazil
Cayman Islands
Chile
Colombia
Costa Rica
Curaçao
Dominican Republic
El Salvador
French Guiana
Guadeloupe

Guatemala
Honduras
Martinique
Mexico
Nicaragua
Panama
Paraguay
Peru
Saint Barthélemy
Saint Maarten
Tortola
Trinidad and Tobago
Turks and Caicos
Uruguay



Accident Reporting and Roadside Assistance

Roadside Assistance

In the event of an on-the-road mishap, National and Enterprise are available for customer assistance 24 hours a day, 7 days a week.

For assistance anywhere in the United States or Canada:



Response Times: Because each client's needs are distinct, it is very difficult to provide specific response times for service. For example, in a metropolitan area tire changes, lock out assistance, or jump starts generally takes 45 to 90 minutes. Assistance in remote areas could require a longer response time. The traveler will receive an ETA when reporting their need for assistance.

Accident Reporting

If a renter is involved in an accident, please ensure all travelers are safe and proceed with the following directions for the renter.

- Notify the police and file a report.
- Report the claim to the branch you rented from (brand specific).
 - ◊ Include as much information as possible (other party information, police report number, etc.).
 - ◊ If branch is unavailable, contact **Emergency Road Service**:
 - National U.S. **800-367-6767**
 - National Canada **800-268-9711**
 - Enterprise **800-307-6666**
- The rental branch or Emergency Road Service will create an Incident Report.
- Renter will receive a call from the Damage Recovery Unit to verify information, ask any additional questions, or gather information for additional proceedings.
- Return the vehicle to the rental office as soon as possible.
- The renter is required to provide every summons, complaint and paperwork pertaining to the accident.
- This process can take a few weeks to a few months depending on the information and the extent of the accident.
 - ◊ To follow up with the **Damage Recovery Unit** (handles initial claim process and damage to rental vehicle):
 - Call 800-327-0421 or
 - Email DRU1@ehi.com
 - Include rental agreement information.
- To follow up with our **Risk Department** regarding liability issues:
 - ◊ Call 888-747-1001 with claim information.

Damage Waiver

In addition to bodily damage to the vehicle, Damage Waiver (if included in the contractual terms) covers the cost associated with glass replacement, the cost to repair or replace a flat tire (excluding the service fee, towing, and unrelated to an accident), free of charge to travelers. Certain types of damage to a vehicle may not be covered by Damage Waiver when damages occurred while the driver was engaged in any of the prohibited uses or violations set forth in the Rental Agreement.

Global Positioning Systems

Portable Garmin GPS devices that may be used in any vehicle are available at all National and Enterprise airport locations and select home-city locations across the U.S. and Canada.



Reserve – Add the Garmin unit at the time of reservation for guaranteed availability. For Travel Agency booking requests, enter /SQ-NAV for Sabre and /SQ-NVS for all other GDS formats. Equipment will be confirmed when available at time of sell via messaging.

Rent – Emerald Club members and those who utilize a kiosk should request the unit at the exit booth. All other travelers – Pick the unit up at the rental counter.

Return – Do not leave the Garmin unit or any of its parts in the car. Hand the unit and its parts directly to the attendant at the kiosk or exit booth; or, return it to the rental counter agent.

Most accounts will pay current retail market prices on GPS devices

Garmin is considered a separate rental from the car and is NOT covered by Damage Waiver

TollPass Solutions

TollPass Options currently available at participating National and Enterprise locations:

TPA — TollPass Automatic. Plate based tolling, covers unpaid tolls regardless of rental location.

- Colorado, Florida, Texas, Northern California, North Carolina, Washington State, and British Columbia and Ontario, Canada.
- Nothing to reserve or rent, it is automatic when you drive and have unpaid tolls.
- Disclosure in Terms & Conditions and brochure.
- \$3.95 per day with a maximum charge of \$19.75 per rental.*
- Renters will incur toll pass charges *only* on days that the traveler uses toll roads. In contrast, our competitors apply toll charge fees for the entire rental period, even on days when the traveler does not use toll roads.

TPD — TollPass Device. Requires a transponder device.

- Available at airport locations in the Northeast U.S. and any EZ Pass Network toll road.
- Customers able to book at time of reservation and purchase through all methods of delivery.
- Can be used anywhere within the service area.
- Rental Disclosure in Terms & Conditions, informing customer of third-party billing.
- \$3.95 per day up to \$19.75 per rental period.*

TPW — TollPass Waiver. Requires a transponder device; all tolls are included in the daily TPW rate.

- Available at both brands in Chicago.
- Waiver can be used only around the Chicago Area (I-Pass roads).
- Customers able to book at time of reservation and purchase through all methods of delivery.
- Rental Disclosure in Terms and Conditions.
- \$7.99 per day. (Charges billed on rental invoice.)

**Fees do not include the cost of the actual tolls.*

Receipts

Detailed receipts for TPA and TPD are available online at <http://www.htallc.com/nationalcar> or <http://www.htallc.com/enterprise>. After a one-time set up, all future toll receipts can be automatically emailed to the traveler.



HYUNDAI SANTA FE OR SIMILAR		
STANDARD SUV SFAR	SEAT BELTS x5	LUGGAGE CAPACITY 2 2



DODGE GRAND CARAVAN OR SIMILAR		
MINIVAN MVAR	SEAT BELTS x7	LUGGAGE CAPACITY 3 1



FORD MUSTANG CONVERTIBLE OR SIMILAR		
CONVERTIBLE STAR	SEAT BELTS x4	LUGGAGE CAPACITY 2



CADILLAC ATS OR SIMILAR		
LUXURY LCAR	SEAT BELTS x5	LUGGAGE CAPACITY 3 2



CHRYSLER 300 OR SIMILAR		
PREMIUM PCAR	SEAT BELTS x5	LUGGAGE CAPACITY 4 2



FORD FUSION OR SIMILAR		
FULLSIZE FCAR	SEAT BELTS x5	LUGGAGE CAPACITY 2 3



CHRYSLER 200 OR SIMILAR		
STANDARD SCAR	SEAT BELTS x5	LUGGAGE CAPACITY 2 2



TOYOTA COROLLA OR SIMILAR		
MIDSIZE ICAR	SEAT BELTS x5	LUGGAGE CAPACITY 1 1



NISSAN VERSA OR SIMILAR		
COMPACT CCAR	SEAT BELTS x5	LUGGAGE CAPACITY 1 1



Certain car categories are not available at all locations.



Standard SUV

SFAR

Hyundai Santa Fe or similar



Minivan

MVAR

Dodge Grand Caravan or similar



Luxury

LCAR

Cadillac ATS or similar



Premium

PCAR

Chrysler 300 or similar



Fullsize

FCAR

Ford Fusion or similar



Standard

SCAR

Chrysler 200 or similar



Intermediate

ICAR • IDAR

Toyota Corolla or similar



Compact

CCAR • CDAR

Nissan Versa or similar



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