

# QUICK REFERENCE GUIDE FOR CORPORATE CLIENTS

## How to make a reservation for Europcar Australia Bookings in Resaweb

On-line Reservations – [www.europcar.com.au](http://www.europcar.com.au)

### Step 1. Home Page

Select **Corporate Accounts** in the **Business Centre** section on the lower left of the homepage.

**DO NOT** use the booking engine on the homepage – that is designed for retail processes only.

The screenshot displays the Europcar Australia homepage. At the top, the Europcar logo is on the left, and navigation links for 'Hello, login or register', 'Europcar Websites', and 'Australia' are on the right. A main navigation bar includes 'Get A Quote', 'Car Hire Deals', 'Fleet Guide', 'Car Hire Locations', 'Services', 'Partners', 'Privilege', 'About Us', and 'My Europcar'. The central booking engine is divided into sections: 'Best price car hire in 3 steps...' with steps '1. Get a Quote', '2. Select your vehicle', and '3. Book and Pay'; a 'Pick up:' section with a 'Select country' dropdown and 'Search by address' link; a 'Return:' section with a checked 'Return to the same location' option; date and time pickers for 'from' (04/10/2011) and 'to' (05/10/2011); a location field set to 'Australia'; a 'Login to save time or Register now:' section with 'User ID' and 'Password' fields and links for 'Forgotten ID?' and 'Forgotten password?'; and a 'Get a quote >' button. To the right, a 'Rent more, get more' banner promotes the 'Privilege Card' with an image of the card. Below the main content are three promotional banners: 'Snow Packages > Check out our great offers' with a skier image; '10% off 2 days or more > On selected passenger vehicles' with a blue car image; and 'Download our site User Guides >' with a family image. At the bottom, a 'Business Centre' section (highlighted with a red dashed border) lists 'Corporate Accounts', 'Travel Agents', and 'Wholesaler' next to a handshake image. An 'Email sign up' section offers 'Sign up for special offers right to your inbox!' with a 'Sign up for emails' button and a laptop image. A 'Travel the globe with Europcar >' banner features a person holding a globe.

## Step 2. Corporate Accounts

### Corporate Accounts

Select 'click here' from either the middle of the information section or from the right of the screen under 'Book Now'. This will take you to the beginning of the booking process.

The screenshot displays the Europcar Corporate Accounts website interface. At the top, the Europcar logo is on the left, and user options like 'Hello, login or register' are on the right. A navigation bar contains links for 'Get A Quote', 'Car Hire Deals', 'Fleet Guide', 'Car Hire Locations', 'Services', 'Partners', 'Privilege', 'About Us', and 'My Europcar'. Below this, a 'BUSINESS CENTRE' sidebar lists 'Corporate Accounts', 'Travel Agents', and 'Wholesaler'. The main content area is titled 'Corporate Accounts' and features three tabs: 'User Guides', 'Account Enquiry', and 'Contact List'. A 'CAN WE HELP?' sidebar on the left lists various support options. The main content includes sections for 'New Structure', 'Make a booking', 'User Guides', 'Account Enquiry', and 'Contact list', each with descriptive text and a 'Click Here' link. A 'Book Now!' call to action box on the right contains the text 'To proceed to the booking login' and a 'Click Here' link, both highlighted with a red dashed border.

**Europcar** Hello, [login](#) or [register](#)

Get A Quote Car Hire Deals Fleet Guide Car Hire Locations Services Partners Privilege About Us My Europcar

**BUSINESS CENTRE**  
Corporate Accounts  
Travel Agents  
Wholesaler

### Corporate Accounts

User Guides Account Enquiry Contact List

**CAN WE HELP ?**

- Back to home
- View, modify, cancel your booking
- Print your car rental invoice
- FAQ
- Userguide
- Terms and Conditions
- Contact Us
- Currency Conversion
- Country Dial Codes
- Measurement Converter

**New Structure**

You'll notice that our new site design has some differences when booking and in our menus.

Use the tabs to navigate to the relevant section explained further below.

**Make a booking**

In order for Europcar to meet the unique needs of Corporate Accounts we now provide a custom booking engine.

[Click Here](#)

**User Guides**

Click on user guides to find a downloadable PDF to help guide you through our new structure.

**Account Enquiry**

For more information about your account or how to apply for an account please visit our Account Enquiry section.

[Click Here](#)

**Contact list**

To contact the relevant staff member regarding your account, please visit our contact list

[Click Here.](#)

**Book Now!**  
To proceed to the booking login  
[Click Here](#)

### Step 3. Entry into booking tool

You are now in the **Resaweb** environment, a booking tool specific for corporate bookings. Follow the prompts to enter in the appropriate information. If you have a Europcar ID and password, enter this in in the appropriate fields. This will pre-fill some of the information in the following steps.

If you do not have a Europcar ID or are purely booking using your Contract ID, enter in your Contract number at the bottom of this screen (the Contract ID will be an 8 digit number corresponding to your company, ie 50055005), Click 'OK' once you are finished to go to the next page.



### Welcome to Europcar's dedicated environment for Individual business travellers

**Book online in a few steps with your Europcar ID and save time when picking-up your car !**

Your Europcar ID Number can be found on your Europcar card, or on your latest rental agreement / invoice

Your Europcar ID	Your Password*	OK ▶
<input type="text"/>	<input type="text"/>	

[Forgot my password](#)

\* default value: your birth date (ddmmyyyy)

Entering your ID number will allow you to:

1. benefit from your **negotiated rates** and **print an online copy of your invoice(s)**
2. book with the **delivery and collection** service (when applicable to your contract),
3. book online **without entering your credit card** details,
4. create your online profile in **My Europcar**,
5. and for **Ready members**, to benefit from our fast counter **Ready service**.

If you have not rented from Europcar yet, you can create your driver ID instantly and continue your booking! [Create my Europcar ID online](#)

**Need to book now with your negotiated rates and create your ID later?**

Enter your Contract number below :

Europcar Contract number	<input type="text"/>	OK ▶
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## Step 4. Rental Information

Select the vehicle category that you wish to rent. For a list of all cars available, select CARS in the drop down box. You will select a specific category of vehicle in the next step.

Please note any specialty fleet i.e. 4WD, will be in the 'special cars/other vehicles' tab.

- Enter dates, time and destinations of hire for pick up and return
- The destinations opening hours and contact information will show when selected
- Click 'OK' once you are happy with your selections

Note: You may have to click on the 'click here' link below the location selection to change the destination country.

**Europcar**  
YOU RENT A LOT MORE THAN A CAR.

1 Rental Information 2 Vehicles 3 Rates 4 Booking English

### Rental information

- Modify / Cancel
- Shopping Cart
- New Request
- Invoice reprints

Cars  Trucks  Special Cars / Other vehicles

[Express booking with your Europcar ID number](#) ⓘ

**Pick Up**  
30 Jun 2011 8:00  
 Airports  Cities & Railways  All  
--- Please select a location ---  
[To select other countries / destinations](#) [CLICK HERE](#)

**Return**  
1 Jul 2011 8:00  
 Airports  Cities & Railways  All  
--- Please select a location ---  
[To select other countries / destinations](#) [CLICK HERE](#)

**Country of residence**  
Australia

**Do you have a Promotional code or a Company rate ?**


Promotional Code  Company Contract ID

**Europcar International (Headquarters - v3009), 3 avenue du Centre, 78881 St Quentin en Yvelines, France**

FAQ | Talk to us | General conditions | Reservation Service Centres V0306 © Europcar International 2011

## Step 5. Vehicle and Rate information

- You can choose any vehicle in the drop down box as well as any equipment that you would like to add to your rental at this stage.
- Click the drop box to add the quantity of any additional items you wish to include. You can select more than one item at a time.
- Click 'Find a rate' to continue.



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1 Rental Information **2 Vehicles** 3 Rates 4 Booking

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### Vehicle and rate information

Vehicles available for your reservation.

**Vehicles Available** 5 2-4 2 \* i

HYUNDAI GETZ 1.4 or similar - Economy, 2-4 Doors, 2 Luggage, Manual, A/C (ECMR) ▼

**Optional Covers**

**Super Peace of Mind**   
For total cover when you rent, select Super Peace of Mind to benefit from: zero liability in the event of theft, attempted theft, collision or damage; full cover for windscreen and headlight damage and for tyre punctures.

**Optional extras**

	Quantity
<b>Carbon Offset CO<sub>2</sub></b> Offsetting enables you to neutralize your emissions by funding sustainable energy projects that reduce CO <sub>2</sub> .	<input type="checkbox"/>
Additional Driver	0 ▼
Navigational system	0 ▼
Toddler safety seat 9-18kg, 20lb-40lb (1-3 years)	0 ▼
Baby safety seat 0-13kg, 0-29lb (0-12 months)	0 ▼
Child safety seat 15-30kg, 33lb-66lb (4-7 years)	0 ▼

**Mandatory Covers**

	Quantity
Cover for your drivers (obligatory for drivers under 25, or under 23 for rentals in Germany)	0 ▼

**Find a rate** ▶

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## Step 6. Rates

- This step will show you the total amount of the rental, your rental locations and times, the vehicle category and any equipment you have included in your rental.
- If you wish to view any of your rate conditions you can select the 'Rate Conditions' link at the bottom of the screen
- Click 'Book Now' to continue

The screenshot displays the Europcar website interface for the 'Rates' step. At the top, the Europcar logo and tagline 'YOU RENT A LOT MORE THAN A CAR.' are visible. A navigation bar shows four steps: 1 Rental Information, 2 Vehicles, 3 Rates (highlighted), and 4 Booking. The main content area is titled 'Rates' and includes a button for 'Modify / Cancel' and a list of actions: 'Shopping Cart', 'New Request', and 'Invoice reprints'. The rental details are as follows: Pick-up on 30-06-2011 at 12H00 from ADELAIDE AIRPORT (ADLT01); Return on 01-07-2011 at 12H00 from ADELAIDE AIRPORT (ADLT01); Duration of 1 DAY(S); and 5 Vehicles Available (2-4 cars, 2 SUVs, and 2 vans). The selected vehicle is a HYUNDAI GETZ 1.4 or similar - Economy, 2-4 Doors, 2 Luggage, Manual, A/C (ECMR). The total price is 75.48 AUD, which includes unlimited kilometers. There are links for 'Rate Conditions' and 'Currency converter', and a 'Book Now' button. A disclaimer at the bottom states that Europcar bears no liability for reservations and that the on-line reservation service is not a rental contract.

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1 Rental Information 2 Vehicles 3 Rates 4 Booking

### Rates

To guarantee the rate below please book now. Otherwise conditions and rates are subject to change.

Pick-up 30-06-2011 / 12H00 - ADELAIDE AIRPORT (ADLT01) ⓘ  
Return 01-07-2011 / 12H00 - ADELAIDE AIRPORT (ADLT01) ⓘ  
Duration: 1 DAY(S)  
Vehicles Available 5 ⓘ 2-4 ⓘ 2 ⓘ \* ⓘ ⓘ

HYUNDAI GETZ 1.4 or similar - Economy, 2-4 Doors, 2 Luggage, Manual, A/C (ECMR)

Total Price **75.48 AUD** This rate includes Unlimited kilometers

[Rate Conditions](#) [Currency converter](#) [Book Now](#)

You can modify or cancel your reservation prior to the beginning of the rental by following the instructions of the "modify / cancel" link.

Europcar shall bear no liability pursuant to the reservation or reservation simulation service available on the site and all the official Europcar sites. The **General conditions** of reservation and rental of Europcar vehicles are subject to amendment at any time. The Europcar on-line vehicle-rental service shall not give rise to any liability of Europcar, in tort or contract, directly or indirectly. The pricing information provided by the on-line reservation service is information based on data provided by the customer. In no event shall on-line reservation of a Europcar vehicle be treated as constituting a rental contract.

## Step 7. Personal Information

- Enter drivers first and last name
- Enter drivers contact phone number and email address
- Enter incoming flight number (if booking is at an airport location)
- If applicable enter preferred frequent traveller programme and membership number

Note: If you entered your Europcar ID number at the start, this information will automatically be added.

Note: The H@ppy code field does not need to be filled in as it is not available in Australia & New Zealand.



1 Rental Information 2 Vehicles 3 Rates 4 **Booking**

### Booking

- [Modify / Cancel](#)
- [Shopping Cart](#)
- [New Request](#)
- [Invoice reprints](#)

To confirm your reservation please enter the requested information. You may use the "modify / cancel" link prior to the start of your rental.

Pick-up 30-06-2011 / 12H00 - ADELAIDE AIRPORT (ADLT01)

Return 01-07-2011 / 12H00 - ADELAIDE AIRPORT (ADLT01)

Duration: 1 DAY(S)

#### Vehicle Category

ECMR - ECONOMY, 2-4 DOORS, 2 LUGGAGE, MANUAL, A/C ( HYUNDAI GETZ 1.4 OR SIMILAR )

Total Price **75.48 AUD**

This rate includes Unlimited kilometers

[Rate Conditions](#)

[Currency converter](#)

#### Personal information (mandatory)

First Name\*

Last Name\*

Phone number\*

E-mail\*

I wish to receive special offers and information from Europcar.

#### Additional Information

Flight Number

If you need to be met at the airport and/or to allow for late arrivals, please include your flight number (e.g. EZ903) when booking.

Preferred Frequent Traveller Programme

Membership number

I am not a member/I will quote my card at the station

Your H@ppy Code

## Step 8. Payment methods

- Enter in appropriate payment method.
- If you are paying by credit card, choose the 'Credit Card' field.
- If you are paying by debit card, choose the 'Debit Card' field.  
Note: A Debit Card must be Visa or MasterCard embossed debit card and can only be accepted for passenger vehicle rentals (excluding PVAR and IVAR)
- If you are using a bill to account use the 'Company Purchase Order' field to enter in the Purchase Order number and Business Account number (i.e. 88888888).  
**Note: this will only work if the Contract ID you entered in Step 1 correlates to the Business Account number.**
- If you are using a Europcar charge card please enter the number in the 'Europcar charge card' field
- Check the tick box acknowledging you have read, understand and agree to Europcar's general conditions. You can access the terms and conditions by clicking the link 'Europcar General Conditions'
- Click 'OK' to go to confirm your booking.

### Means of Payment

#### Credit Card

Payment card type\*      Number\*      Expiry Date\*



#### Debit Card (You must present a valid Credit Card in the name of the driver at time of rental except for rentals in United Kingdom, where a Debit Card may be used)

Payment card type\*      Number\*      Issue Number (if applicable)\*      Expiry Date\*



#### Europcar charge card

Number\*

#### Company One-trip Travel Order

Voucher number (EOTTO)\*

#### Company Purchase Order

Voucher number (BHPO)\*      Business Account\*

### Customer reference information

#### Your purchase number

\*mandatory




I acknowledge that I have read, understand and agree to [Europcar General Conditions](#).

ABOUT SSL  
CERTIFICATES

You have a right of access, amendment, correction and removal of the data concerning you (article 34 of the "Computers and Civil Liberties Act" dated January 6, 1978). In order to exercise this right, contact Europcar International, 3 avenue du Centre, 78881 St

## Step 9. Reservation Confirmation

Your booking is complete and your reservation number will appear on the screen and will also be advised via email confirmation.



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### Reservation confirmation

**Thank you for booking with Europcar.**  
Please note your **confirmation number** or print this screen. E-mail confirmation will also be sent.

[▶ Modify / Cancel](#)  
[▶ Shopping Cart](#)  
[▶ New Request](#)  
[▶ Invoice reprints](#)

**Reservation confirmation number # 901453608**

**Pick-up** 30-06-2011 / 12H00 - ADELAIDE AIRPORT (ADLT01) [?](#)  
**Return** 01-07-2011 / 12H00 - ADELAIDE AIRPORT (ADLT01) [?](#)  
**Duration:** 1 DAY(S)

**Vehicle Category**  
ECMR - ECONOMY, 2-4 DOORS, 2 LUGGAGE, MANUAL, A/C ( HYUNDAI GETZ 1.4 OR SIMILAR )

**Total Price 76.73 AUD** This rate includes Unlimited kilometers

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[Rate Conditions](#) [Currency converter](#)

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You can **modify or cancel your reservation prior to the beginning of the rental by following the instructions of the "modify / cancel" link.**

Europcar shall bear no liability pursuant to the reservation or reservation simulation service available on the site and all the official Europcar sites. The **General conditions** of reservation and rental of Europcar vehicles are subject to amendment at any time. The Europcar on-line vehicle-rental service shall not give rise to any liability of Europcar, in tort or contract, directly or indirectly. The pricing information provided by the on-line reservation service is information based on data provided by the customer. In no event shall on-line reservation of a Europcar vehicle be treated as constituting a rental contract.

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**EUROPCAR WISHES YOU A PLEASANT JOURNEY.**

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## Modify/Cancel Booking

Note: All bookings made through the Resaweb environment can only be modified or cancelled through the Resaweb environment. These bookings can not be modified through the 'My Europcar' section of the retail site [www.europcar.com.au](http://www.europcar.com.au)

In order to modify/cancel a booking, you will need to follow the first 3 steps of this document until you reach 'Step 4.Rental Information' as shown in the screenshot below.

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1 Rental Information 2 Vehicles 3 Rates 4 Booking English

**Rental information**

Modify / Cancel  
New R Search, View, Modify or cancel your existing reservations  
Shopping Cart  
Invoice reprints

Compact Trucks Special Cars / Other vehicles

Express booking with your Europcar ID number

Pick Up: 16 Feb 2011 4:00  
Return: 17 Feb 2011 4:00

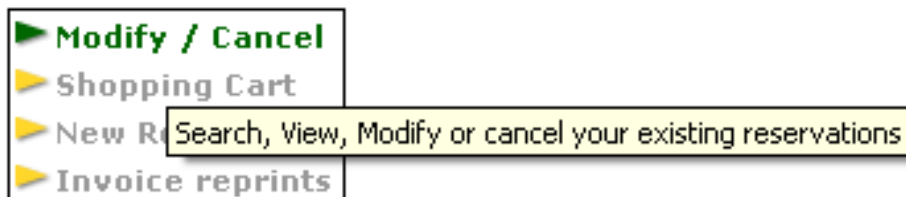
Country of residence: Australia

OK


Europcar International (Headquarters - v3009), 3 avenue du Centre, 78881 St Quentin en Yvelines, France

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On this page you will notice on the top right hand side there is a box which has the link to Modify/Cancel as shown below. Click this link to Modify/Cancel your booking.



From there, fill in the appropriate fields to find your reservation.



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[1 Rental Information](#) [2 Vehicles](#) [3 Rates](#) [4 Booking](#)

### Search existing reservations

Please enter the items below and click on Search button.  
You may view, modify or cancel a reservation only if it was booked through Europcar's Online Reservation Service. For other reservations, please contact the Reservation Service Centre of your country of residence.


[▶ Modify / Cancel](#)  
[▶ Shopping Cart](#)  
[▶ New Request](#)  
[▶ Invoice reprints](#)

**View one specific pending booking**

<input type="text"/> <b>Reservation number</b>		<input type="text"/> <b>Your Pick-up Date (dd/mm/yyyy)</b>
<input type="text"/> <b>Your E-mail</b>	OR	<input type="text"/> <b>Your E-mail</b>
<input type="button" value="Search now"/>		<input type="button" value="Search now"/>

---

**Search all pending bookings with your Europcar ID**

<input type="text"/> <b>Your Europcar ID</b> 	<input type="text"/> <b>Your Password</b>	<input type="button" value="Search now"/>
<a href="#">forgot my Europcar ID</a>	<a href="#">Forgot my password</a>	

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To Modify/Cancel booking, click on the links listed below the total price.



1 Rental Information 2 Vehicles 3 Rates 4 Booking

## Modify or cancel your reservations

You may view, modify or cancel a reservation only if it was booked through Europcar's Online Reservation Service. For other reservations, please contact the Reservation Service Centre of your country of residence.

While modifying a reservation, it may happen that the car category you had selected is no longer available. If so, please change the category or alternatively contact your Reservation Service Centre.

- ▶ [Modify / Cancel](#)
- ▶ [Shopping Cart](#)
- ▶ [New Request](#)
- ▶ [Invoice reprints](#)

### Reservation # 901453608

Pick-up 30-06-2011 / 12H00 - ADELAIDE AIRPORT (ADLT01)

Return 01-07-2011 / 12H00 - ADELAIDE AIRPORT (ADLT01)

Vehicle Category

)

Total Price 7,73 AUD

[Modify this reservation](#)

[Cancel this reservation](#)

### View one specific pending booking

Reservation number

Your E-mail

[Search now](#)

OR

Your Pick-up Date (dd/mm/yyyy)

/  /

Your E-mail

[Search now](#)

### Search all pending bookings with your Europcar ID

Your Europcar ID

Your Password

[Search now](#)

[forgot my Europcar ID](#)

[Forgot my password](#)

[FAQ](#) | [Talk to us](#) | [General conditions](#) | [Reservation Service Centres](#)

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