

QUICK REFERENCE GUIDE FOR TRAVEL AGENTS

How to make a reservation for Europcar Australia Bookings in Resaweb

On-line Reservations – www.europcar.com.au

Step 1. Home Page

Select **Travel Agents** 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 shows the Europcar Australia homepage. At the top, there is a navigation menu with links: [Get A Quote](#), [Car Hire Deals](#), [Fleet Guide](#), [Car Hire Locations](#), [Services](#), [Partners](#), [Privilege](#), [About Us](#), and [My Europcar](#). The main content area features a large booking form with the following sections:

- Best price car hire in 3 steps...** (1. Get a Quote, 2. Select your vehicle, 3. Book and Pay)
- Pick up:** Select country dropdown, Search by address link, from: 04/10/2011, to: 05/10/2011, I live in: Australia.
- Return:** Return to the same location, I have a promotion code checkbox.
- Login to save time or Register now:** User ID, Password, Forgotten ID?, Forgotten password? fields.
- Get a quote >** button.

Other promotional banners include:

- Rent more, get more** (Check out our new Privilege Card)
- Snow Packages >** (Check out our great offers)
- 10% off 2 days or more >** (On selected passenger vehicles)
- Download our site User Guides >**
- Business Centre** (Corporate Accounts, Travel Agents, Wholesaler)
- Email sign up** (Sign up for special offers right to your inbox, Sign up for emails button)
- Travel the globe with Europcar >**

Step 2. Travel Agents Information

Select “**Click Here**” from either the bottom of the information section or from the right of screen under “**Book Now**”. This then takes you to the beginning of the booking process.

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

Travel Agents Information

[User Guide](#) [Account Enquiry](#) [Contact List](#) [GDS](#)

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 Travel Agents we now provide a custom booking process. [Click Here](#) to proceed to the booking engine.

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](#)

GDS bookings
For information on using and accessing GDS please visit our GDS bookings section.
[Click Here](#)

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

Site Map | [FAQ](#) | [Contact Us](#) | [Terms & Conditions](#) | [About Europcar International](#) | [Security and Privacy Policy](#) | [Legal Mentions](#)

Other Europcar websites © Europcar 2011

Step 3. Entry into booking tool

You are now in the **Resaweb** environment, a booking tool specific for Travel Agent bookings.

- Enter your store's IATA number (Vendor number) in the "Travel Agent IATA/TIDS" section, along with the store's Password
- Leave the password field blank when you first use the service and you will be prompted to create a password
- If your IATA number (Vendor number) is not recognised please contact your Europcar account manager

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English

Welcome to our dedicated website for Travel Agents !

Thank you for choosing Europcar's Online Reservation Service

Wherever your customers travel, book online for all world-wide destinations and receive **immediate confirmation** on screen and via e-mail.
Just enter your IATA number and password below (leave password blank first time you sign-in) and then click on OK.

Book online

Travel Agent IATA/TIDS

Password
 [Forgot your password ?](#)

(please leave blank when you first use the service)

Need a Europcar IATA account ?
Any questions/queries ?
Please [contact us](#).

OK ▶

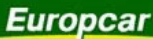
Europcar International (Headquarters - v3009), 3 avenue du Centre, 78881 St Quentin en Yvelines, France

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Step 4. Rental Information

- Select Vehicle Category, Rental dates
- Select Rental Location using the “**Click Here**” links
- Leave Europcar ID number blank in the driver information section
- Enter Driver's first and last name
- Click “**OK**” to continue



YOU RENT A LOT MORE THAN A CAR.


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

Rental information

[▶ Modify / Cancel](#)
[▶ Shopping Cart](#)
[▶ My Europcar](#)
[▶ New Request](#)

Your profile has been successfully saved.

-- Vehicle Category --
Choose one

Compact 


Rental dates

16 / Feb 2011 2 : 00 **Pick-up**
17 / Feb 2011 2 : 00 **Return**

Rental location


PLEASE SELECT A RENTAL LOCATION: [CLICK HERE](#)
PLEASE SELECT A RENTAL LOCATION: [CLICK HERE](#)

Driver Information

Europcar ID number 

OR ▼

First Name Last Name




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Step 5. Vehicle and Rate information

- View vehicle types available in the drop down box to confirm your selection
- Select any optional covers or extras you require for the booking
- Click the drop box to add the quantity of that selected item – you can select more than one item at a time
- Select and enter in your Company Contracted ID (as advised by your account manager)
- If you do not have a contracted ID number select public rate
- Click “Find a rate” to continue



YOU RENT A LOT MORE THAN A CAR.

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

Vehicle and rate information

Vehicles available for your reservation.

[Modify / Cancel](#)
[Shopping Cart](#)
[My Europcar](#)
[New Request](#)

Vehicles Available

HYUNDAI GETZ S 1.4 or similar - Compact 4 Doors,3 Luggage,Automatic,A/C (CDAR) ▾

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
Carbon Offset CO₂ Offsetting enables you to neutralize your emissions by funding sustainable energy projects that reduce CO ₂ .	<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 ▾

Rate Request (optional) ⓘ

Public rate

Promotional Code

Company Contract ID


[Find a rate](#)

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Step 6. Rates


- You will be shown a rental summary of your booking in this stage. The “**Total Price**” displayed excludes any credit card surcharges.
- If you wish to view any of your rate conditions you can select the “**Rate Conditions**” tab at the bottom of the screen.
- Please ensure all details are correct
- Click “**Book Now**” to continue



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Rates



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

[▶ Modify / Cancel](#)
[▶ Shopping Cart](#)
[▶ My Europcar](#)
[▶ New Request](#)

Locations & Dates

Pick-up
29-07-2011 / 08H00 - ADELAIDE AIRPORT (ADLT01) ⓘ

Return
30-07-2011 / 08H00 - ADELAIDE AIRPORT (ADLT01) ⓘ

Duration:
1 DAY(S)

Vehicles Available 5 ⓘ 4 ⓘ 3 ⓘ ⓘ ⓘ ⓘ ⓘ ⓘ ⓘ ⓘ

HYUNDAI GETZ S 1.4 or similar - Compact 4 Doors,3 Luggage,Automatic,A/C (CDAR) ▾

Base Price 61.24 AUD per day - (67.36 AUD GST included - Additional options not included.)

Total Price
76.43 AUD

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

[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 & Payment Methods

- Enter Travel agent information (store email address, phone number & your name)
- Enter Airline and Incoming flight number (if booking is at an airport location)
- If Applicable enter frequent flyer number in the “Membership Number” box

Please also note that 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

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

- [Modify / Cancel](#)
- [Shopping Cart](#)
- [My Europcar](#)
- [New Request](#)

Locations & Dates

Pick-up

29-07-2011 / 08H00 - ADELAIDE AIRPORT (ADLT01)

Return

30-07-2011 / 08H00 - ADELAIDE AIRPORT (ADLT01)

Duration:

1 DAY(S)

Vehicle Category

CDAR - COMPACT 4 DOORS,3 LUGGAGE,AUTOMATIC,A/C (HYUNDAI GETZ S 1.4 OR SIMILAR)

Total Price
76.43 AUD

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

Travel Agent Information

Your e-mail address*

Telephone number*

Your name*

Additional Information

Flight Number

Preferred Frequent Traveller Programme

Membership number

Your H@ppy Code

Step 7. Personal Information & Payment Methods (continued)

- The only acceptable method of payment for bookings is the “Cards” options
- **Paper vouchers are not acceptable**
- Choose between credit card or debit card (Visa debit/Mastercard debit) options
- Please provide the customer's card details, not your store credit card details.
Customer must present valid credit card at time of collection of the rental.
Credit card must be in driver's name
- Click “OK” to go to confirm your booking

Means of Payment

Select a means of payment : [Paper voucher](#) / [Cards](#)

Paper vouchers	
<input checked="" type="radio"/> Travel Agency Exchange Order	
Your account is not authorised for voucher payment. Please select an alternative means of payment or contact us .	
<input type="radio"/> Company One-trip Travel Order	
Voucher number* (EOTTO)	Business Account
<input type="text"/>	<input type="text"/>

Cards			
<input type="radio"/> Europcar charge card			
Number*			
<input type="text"/>			
<input type="radio"/> Credit Card (the customer's card will immediately be debited in case of prepayment).			
Payment card type*	Number*	Expiry Date*	
<input type="text" value="choose one"/>	<input type="text"/>	<input type="text"/> / <input type="text"/>	
<input type="radio"/> 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*
<input type="text" value="choose one"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/>

Customer reference information

Remarks (In English please.
For information only, no guarantee)

*mandatory



ABOUT SSL
CERTIFICATES



Step 8. Reservation Confirmation

Your booking is complete and your reservation confirmation number is displayed below. You will also receive a copy of this confirmation via email. You can modify/Cancel your booking through the “**Modify/Cancel**” link below if required



1 Rental Information 2 Vehicles 3 Rates 4 Booking

Reservation confirmation



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



Reservation confirmation number # 901454216

Locations & Dates

Pick-up

29-07-2011 / 08H00 - ADELAIDE AIRPORT (ADLT01)

Return

30-07-2011 / 08H00 - ADELAIDE AIRPORT (ADLT01)

Duration:

1 DAY(S)

Vehicle Category

CDAR - COMPACT 4 DOORS,3 LUGGAGE,AUTOMATIC,A/C (HYUNDAI GETZ S 1.4 OR SIMILAR)

Total Price
77.69 AUD

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

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

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“Modify/Cancel” Booking

Travel agent bookings cannot be modified/cancelled via the My Europcar section of the retail site www.europcar.com.au.

You will need to re-enter the “**Travel Agent**” section as per the instructions in this user guide from step 1 – step 3.

You have now reached “**Step 4.Rental Information**” and can modify/cancel from here.

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Rental information

[Modify / Cancel](#)
New R Search, View, Modify or cancel your existing reservations
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

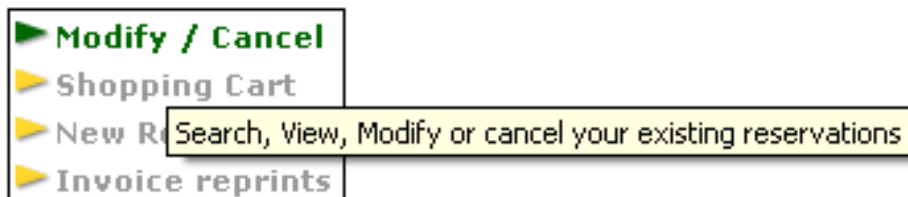
Country of residence: Australia

OK


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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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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


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

Search all pending bookings with your Europcar ID

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

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



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

Total Price 76.73 AUD

[Modify this reservation](#) ▶ [Cancel this reservation](#) ▶

View one specific pending booking

Reservation number

Your E-mail

▶


OR

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

Your E-mail

▶

Search all pending bookings with your Europcar ID

Your Europcar ID 

Your Password

[forgot my Europcar ID](#) [Forgot my password](#)

▶

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