

QUICK REFERENCE GUIDE FOR WHOLESALEERS

How to make a reservation for Europcar Australia Bookings in Resaweb

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

Step 1. Home Page

Select **Wholesaler** 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 bar 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 engine with the following sections:

- Best price car hire in 3 steps...**: A vertical list with steps: 1. Get a Quote, 2. Select your vehicle, 3. Book and Pay.
- Pick up:** A dropdown menu for "Select country" and a "Search by address" link.
- Return:** A checkbox for "Return to the same location".
- from:** Date and time pickers for the start of the hire (04/10/2011 10:00).
- to:** Date and time pickers for the end of the hire (05/10/2011 10:00).
- I live in:** A dropdown menu set to "Australia" and a checkbox for "I have a promotion code".
- Login to save time or Register now:** Fields for "User ID" and "Password", with links for "Forgotten ID?" and "Forgotten password?".
- Get a quote >**: A green button to initiate the booking process.

Other promotional banners include:

- Rent more, get more**: Promoting the new Privilege Card with an image of the card.
- Snow Packages >**: "Check out our great offers" with an image of a skier.
- 10% off 2 days or more >**: "On selected passenger vehicles" with an image of a blue car.
- Download our site User Guides >**: Promoting user guides with an image of a couple.

At the bottom, there is a **Business Centre** section with a red dashed border, containing links for [Corporate Accounts](#), [Travel Agents](#), and [Wholesaler](#). Next to it is an **Email sign up** section with the text "Sign up for special offers right to your inbox!" and a "Sign up for emails" button. To the right is a **Travel the globe with Europcar >** banner with an image of a person holding a globe.

Step 2. Wholesaler 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.

The screenshot shows the Europcar Wholesaler page. At the top, the Europcar logo is on the left, and a user greeting "Hello, login or register" is on the right. Below the logo is a navigation menu with items: Get A Quote, Car Hire Deals, Fleet Guide, Car Hire Locations, Services, Partners, Privilege, About Us, and My Europcar. The main content area is titled "Wholesaler" and has three tabs: "User Guides", "Account Enquiry", and "Contact List". On the left, there is a "BUSINESS CENTRE" sidebar with links for Corporate Accounts, Travel Agents, and Wholesaler. Below this is a "CAN WE HELP?" section with a list of links: 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, and Measurement Converter. The main content area contains three sections: "New Structure" with a "Click Here" link, "Make a booking" with a "Click Here" link, and "User Guides" with a "Click Here" link. A red dashed box highlights the "Click Here" link in the "Make a booking" section. Another red dashed box highlights a "Book now!" callout box on the right side of the page, which contains the text "To proceed to the booking login screen" and a "Click Here" link. At the bottom of the page, there is a footer with links for Site Map, FAQ, Contact Us, Terms & Conditions, About Europcar International, Security and Privacy Policy, and Legal Mentions. Below the footer is a search bar with "Other Europcar websites" and a "Go" button, followed by the copyright notice "© Europcar 2011".

Step 3. Entry into booking tool

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

- Enter your Contract ID (CD)
- Enter your Business Account (BA) number
- If your details are not recognised please contact your Europcar account manager



English

Welcome to our dedicated Tour operators' website !

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 contract number and Business account below and then click on OK.

Book online

Contract number

Business account

Need a Europcar account ?
Any questions/queries ?
Please [contact your country Sales department.](#)

OK 


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

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

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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

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


Europcar contract number (your contractual conditions apply)

Contract Name :
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-- Vehicle Category --
Choose one
  

Rental dates
29 / Jun 2011 8 : 00 **Pick-up**
30 / Jun 2011 8 : 00 **Return**

Pick Up
 
To select other countries / destinations: [CLICK HERE](#)


Return
 
To select other countries / destinations: [CLICK HERE](#)

Same as pickup

Driver Information
Europcar ID number
 


OR ▼

First Name **Last Name**



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
- Click “**Find a rate**” to continue



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Vehicle and rate information

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[New Request](#)

Vehicles Available 5 4 3

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 ▾ |

[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 is confidential, but confirmed.
- Please ensure all details are correct
- Click “**Book Now**” to continue



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Rates

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Modify / Cancel
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)

Total Price
This rate is confidential but confirmed. Drop off charges may apply.

[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 Tour Operator information (store email address, phone number & your name)
- Enter **your** Tour Operator voucher number into the “**Your TO Booking Nr**” field (highlighted below)
- Enter Airline and Incoming flight number (if booking is at an airport location)



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Booking

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[▶ Modify / Cancel](#)
[▶ 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
This rate is confidential but confirmed. Drop off charges may apply.

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

Tour Operator information

Your e-mail address* [?](#)

Telephone number*

Your name*

Your TO Booking Nr*

Additional Information

Flight Number

Step 7. Personal Information & Payment Methods (continued)

- The only acceptable method of payment for Tour Operator bookings is the “**External Tour Voucher (ETO)**” option
- **Electronic vouchers are not acceptable**
- Please use the same number you entered into the “**Your TO Booking Nr**” field as the Voucher Number
- Click “**OK**” to go to confirm your booking.

Tour Operator information

Your e-mail address*



Telephone number*

Your name*

Your TO Booking Nr*

Additional Information

Flight Number

Means of Payment

Electronic vouchers

Car Category*

Number of days*

Business Account*

Invalid business account

Type of electronic voucher

- Paperless / E-ticket (ETV)
- e-mailed PDF copy (ETV)

External Tour Voucher (ETO)

Car Category*

Number of days*

Business Account*

Invalid business account

Voucher number*

Customer reference information

Your purchase number

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

*mandatory

OK

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



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Reservation confirmation

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

Reservation confirmation number # 901457614

Voucher number # 40513473

Locations & Dates

Pick-up

29-07-2011 / 08H00 - ADELAIDE AIRPORT (ADLT01) [i](#)

Return

30-07-2011 / 08H00 - ADELAIDE AIRPORT (ADLT01) [i](#)

Duration:

1 DAY(S)

Driver Information

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Vehicle Category

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

Total Price
This rate is confidential but confirmed. Drop off charges may apply.

[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.

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.

EUROPCAR WISHES YOU A PLEASANT JOURNEY.

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“Modify/Cancel” Booking

Tour Operator 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 “**Tour Operator**” 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
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Modify / Cancel
New Request

Europcar contract number (your contractual conditions apply)

Contract Name :
BEST OF VIC ALL INCLUSIVE

-- Vehicle Category --
Choose one
Compact

Rental dates
29 / Jun 2011 8 : 00 **Pick-up**
30 / Jun 2011 8 : 00 **Return**

Pick Up
Please select a location

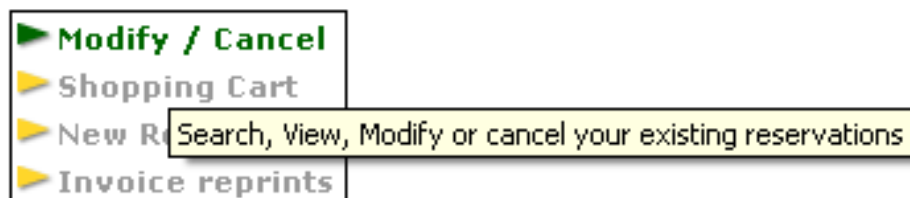
To select other countries / destinations [CLICK HERE](#)

Return
Please select a location


To select other countries / destinations [CLICK HERE](#)

Same as pickup

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

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

View one specific pending booking

Contract Name

AND


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

OR Reservation number **OR** Your TO Booking Nr **OR** Station code

▶

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To Modify/Cancel booking, click on the links highlighted below.



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Modify or cancel your reservations

| | | |
|----------------------------------|---|---|
| BEST OF VIC ALL INCLUSIVE | You may view, or cancel any reservation. To modify a reservation that was not booked through Europcar's Online Reservation Service you should cancel it, then click on "new request". | ▶ Modify / Cancel ▶ My Europcar ▶ New Request |
| AU TEST MCTEST | | |

Reservation # 901457614

Locations & Dates

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

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

Driver Information

TEST MCTEST

Vehicle Category

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


Total Price This rate is confidential but confirmed. Drop off charges may apply.

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

View one specific pending booking

Contract Name

AND

Your Pick-up Date (dd/mm/yyyy) / /  **OR** Reservation number **OR** Your TO Booking Nr **OR** Station code

[Search now ▶](#)

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