Enterprise and National Car Rental Tips for Travelers

National Car-Rental and Enterprise Rent-A-Car have been signed on as car rental providers for our business travel needs. Use of the contract ID# (**XZ09K78**) will provide you with our negotiated pricing. You may also utilize the program pricing for personal and your family member's leisure-travel needs. In order to take full advantage of the elevated service, speed & choice, discounted pricing & rewards associated with the new program we request that you to enroll in their loyalty program, the Emerald Club. The Emerald Club® is designed to make your car rental experience faster and more convenient. You can enjoy special privileges reserved for frequent renters every time you rent.

http://www.nationalcar.ca/EN_US/OFFER/XZ09K78

Reservations

- Before you begin reserving update your Emerald Club profile to select the Midsize (Intermediate) car and check your travel policy guidelines for how to elect ancillary products (fuel, GPS, etc.).
- To take advantage of expedited service, please ensure your booking tool is updated with your Emerald Club number in both your Enterprise and National traveler profiles.
- Booking On Airport vs. Off Airport:
    - On Airport: Short term rentals. Access to the Emerald Club Aisle®.
    - Off Airport: Extended rentals (14+ days). Enterprise's free pick-up service allows travelers to receive their vehicle with advance notice from the local branch network. Month-or-More Rental Plan-Special long term rental option. Mileage re-imbursement alternative.

Reaching your Destination

National Car Rental

- National App – Use the free National App for updates on how to reach the rental facility when your flight lands.
- Bypass the counter – Go directly to the Emerald Club Aisle® at all major airports in the U.S. and Canada.
- Choose your own car - Don't waste time looking for your assigned car - just choose any car from the Emerald Club Aisle and be on your way.
- Before you Drive Away – Walk around the vehicle and notify a Rental Agent of any vehicle markings before you drive away.

Enterprise Rent-A-Car

- Schedule ahead of Time – If you require pick-up service from your home or office, please reach out to the branch ahead of time to coordinate arrival time.
- Vehicle Reserved – When renting from an Enterprise location, please reserve the vehicle class required for your trip. Vehicle class upgrades are based on availability.

Upon Return

- Refuel - Refuel before returning the vehicle, the volume the fuel tank left at will be marked on your Rental Agreement.
- Personal Effects – Always double check for personal items before you leave (i.e. sunglasses, briefcase, etc.)
- Speed up returns with an E-Receipt - There's no need to wait around for a piece of paper when you return your car at National. When selected in your Emerald Club profile we will automatically email your receipts to you within 24 hours of each returned rental.

If you have any questions or concerns regarding ECI Software Solutions, Inc's car rental program provided through National or Enterprise, please contact:

Matthew Marshall	
Matthew.T.Marshall@ehi.com	
214-354-4279	