



HERTZ CAR RENTAL PROGRAM INFORMATION AND FREQUENTLY ASKED QUESTIONS

Welcome!

Hertz is excited to offer the members of Premier Purchasing, our best in class programs and benefits! The information contained in this document is meant to inform and assist Premier members in the utilization of the Premier Purchasing-Hertz Car Rental Program.

To enroll in the Hertz Car Rental Program, please download and complete the enrollment form posted on the Premier Purchasing Members Website.

HERTZ ACCOUNT MANAGER AND SERVICE REPRESENTATIVE

For any questions regarding the Premier Purchasing Agreement or enrollment, please contact the one of the following:

Kevin Ragan Regional Sales Manager-North Carolina, Mid Atlantic Region Sales
Telephone: 704.554.6125 Faxgate: 866.427.5591

e-mail: kragan@hertz.com

Cathy Deering Account Service Representative , Mid Atlantic Region Sales
Telephone: 203.743.0690 Faxgate: 800.467.7902

e-mail: cdeering@hertz.com

FIRST CHOICE CUSTOMER SERVICES

Hours: 7:00 AM – 4:00 PM Central Standard Time

Telephone: 800-590-1176

e-mail: firstchoicedc@hertz.com

Specifically trained to provide the following services:

- Rental Agreement review (explanation of charges) and on-line billing adjustments as needed
- Ability to send apology letters and certificates to customers
- Fax/email copies of rental invoices to customers
- Assist in processing Gold Applications / update Gold profiles
- Adjust billing on Applicant Program rentals if a personal or corporate credit card was inadvertently charged
- Provide information about Hertz services and locations
- Coordinate special needs for Platinum and VIP customers
- The ability to request vehicles during sold out situations
- Ability to modify existing reservations
- Capable of compensation if issue requires
- 24 hour response time
- HCM issues – will put customer in contact with HCM agent handling claim

Please note, all enrollment requests should be sent to Hertz Account Manager or Service Representative listed above and not to First Choice Customer Services.

IMPORTANT PHONE NUMBERS

General/Domestic Reservations	1.800.654.3131	International Reservations	1.800.654.3001
Hertz #1 Club Gold Reservations	1.800.227.4653	Emergency Road Service	1.800.654.5060
Extending a Current Rental	1.800.654.4174	Web Helpdesk	1.877.826.8782
AnswerLink Automation Helpdesk	1.800.654.2270 (Assists Travel Agents booking reservation via GDS)		

HERTZ WEBSITE

www.hertz.com

The Hertz website is available 24 hours, 7 Days a week to: Book reservations; View, Modify or Cancel a Reservation; Research locations and services; Customer Support Services and much more...



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RESERVATION PROCESS

Question: How do I book a Hertz Vehicle?

Answer: Reservations can be booked by either calling the Hertz Reservation Center at the numbers listed above or via the Hertz website (See below).

WEBSITE RESERVATION PROCESS FOR NON- GOLD MEMBERS

Step 1: Go to www.hertz.com home page.
Under "Make a Reservation" tab ->
Enter Rental location ->
Enter dates ->
Choose a car type ->
Enter your Hertz CDP-ID number
And hit submit

Step 2: Choose a vehicle

Step 3: Choose Extras

Step 4: Review & Book

Step 5: Receive Confirmation Number

The screenshot shows the Hertz website's reservation page. The main heading is "Make a Reservation". Below this, there are several input fields: "Renting City, Airport Code or US Zip Code", "Pick Up Date and Time" (set to 10 AM), and "Return Date and Time" (set to 10 AM). There is a checkbox for "In returning this rental car to a different Hertz car rental location". Below these fields are sections for "Rental Car Type" (with a "Show Me All" button and a "Car Type Details" link) and a "Discounts" section with fields for "Discount/CDP/Club Code", "Promotional Coupon (PC)", "Rate Code (RC)", "Convention Number (C/V)", and "Voucher Number (V)". On the right side of the page, there are promotional banners: "Save \$50" with a car image, "Featured Offers" with a woman's image, and "Something Huge in 3 Days is happening". The bottom of the page has a "SUBMIT" button and a "Trusted sites" icon.

WEBSITE RESERVATION PROCESS FOR NON- GOLD MEMBERS

Gold Members need to log-in under Hertz #1 Club (lower left corner of home page) first and then follow the procedure for booking a reservation.

HERTZ #1 CLUB GOLD MEMBERSHIP

Listed below are some helpful tips on how to locate your Gold number and/or update your profile.

Question: I forgot my #1/Gold Club membership number, how can I get it?

Answer: Click on "Log in" on the left hand side of the homepage, then click the link "I forgot my Member Number". You will be prompted for your last name, email address, and driver's license information. If these match with what is in the profile, it will be emailed to you.

Question: How can I update my Hertz #1 Club Gold Membership Profile online?

Answer: You can update your Hertz #1 Club Gold Profile by simply logging on to hertz.com by entering your Member Number or User ID and current Password then clicking on LOGIN (see screen shot). Click on "My Profile" on the left side navigation bar, next click on either "Personal Data", "Vehicle Preferences" or "Affiliations", your Profile will appear allowing you to update as necessary.

Question: How do I update my #1 Club Gold Profile if I do not provide my e-consent?

Answer: If you prefer not to provide your consent for legal communication to take place electronically, you may update your profile by calling 1-800-654-4173 (8 a.m. - 4:45 p.m. CST Mon. - Fri.)

All requests for name changes or changes to U.S. or Canada optional coverage must be submitted in writing to:

The Hertz Corporation
P.O. Box 26280
Oklahoma City, OK 73126, U.S.A.



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Question: How can I upgrade my Hertz #1 Club Membership to Gold Service online?

Answer: This can be done simply by logging onto hertz.com with you Hertz #1 Club Member Number and Password. You'll be taken to the Hertz #1 Club Member's Only section, then click on "Upgrade to Gold," found on the navigation bar. You will be asked to give e-Consent and your agreement to the Hertz #1 Club Gold Terms and Conditions, which you will have to accept in order to enroll in Hertz #1 Club Gold. Once you accept the Qualifications & Requirements, you'll be taken to the "Vehicle Preferences" section of "My Profile" where you will need to select your Vehicle Preferences for countries outside the U.S. and Canada.

Question: Will I receive a Hertz #1 Club Gold membership card in the mail if I enroll online?

Answer: No, you will not receive a membership card in the mail if you enroll online, however, you will be provided with a card image containing your Name and Membership Number. You will be asked to print a copy of the card for future reference. If you require a replacement card, you can always logon to hertz.com, select "My Account," and then click on "Print Membership Card" to immediately print another card

REQUEST A COPY OF A RECEIPT

Question: How can I receive a copy of my rental receipt?

Answer: Go to hertz.com homepage, click on "Customer Support" then "Request a receipt" (Figure #1). To request an on-line receipt, you will need available the Credit Card that was used to rent the vehicle or your Driver's License and last name (see Figure #2). Your receipt will then appear on the screen. You may also print out the receipt. **Note:** Please allow up to 7 business days for receipts to be posted.

Figure #1

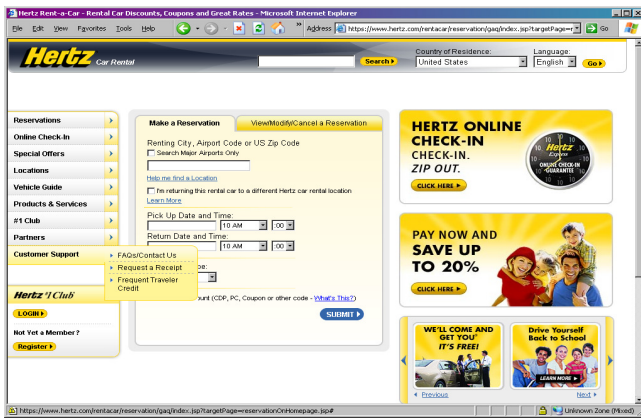
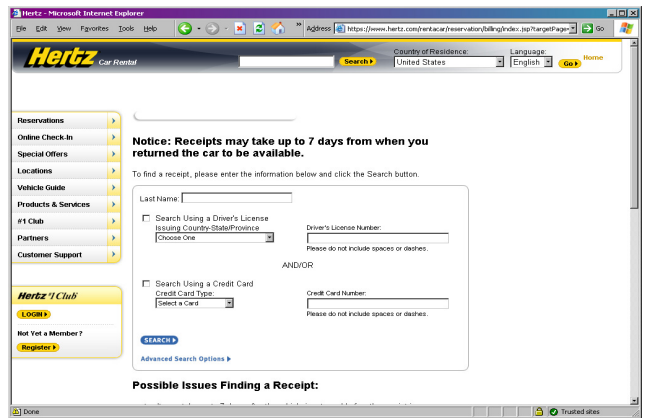


Figure #2



Possible Issues Finding a Receipt:

1. It may take up to 7 days after the vehicle is returned before the receipt is available.
2. Receipts are only available online for 6 months from the date the car was returned.
3. Rentals on company Hertz Charge Cards may require a driver's license for retrieval.
4. A maximum of 20 receipts can be displayed. Please use "Advanced Search Options" to narrow your search.
5. Receipts are only available for Austria, Australia, Belgium, Canada, France, Germany, Ireland, Italy, Israel, Luxembourg, Malta, Netherlands, Spain, Switzerland, United Kingdom, United States
6. Receipts for Tasmania, Australia will only be found using a driver's license.

If it has been at least 7 days from when you returned the car and the Hertz website is not displaying your receipt, you can also reach us by e-mail by clicking the link noted on page.

Thank you for participating in the Premier Purchasing-Hertz Car Rental Program!