



National Car Rental and Enterprise Rent-A-Car FREQUENTLY ASKED QUESTIONS

Q. What is the Emerald Club?

A: Emerald Club is the frequent renter program of National Car Rental, providing members with exclusive benefits and privileges to make renting faster and easier, and make your business travel more productive.

Q. Is there a cost to join the Emerald Club?

A: No. Membership in The Emerald Club is complimentary.

Q. What are the benefits of membership?

A: Member benefits include:

- Counter bypass with Emerald Club Aisle Service[®] and Emerald Reserve ServiceSM at most major airports in North America
- Choose your own car when you rent from the Emerald Club Aisle
- Members' only counters with pre-printed rental agreements at over 400 locations in the U.S. and Canada
- Choice of reward options – rental credits or frequent flyer miles
- Access to an exclusive Member Services hotline
- Special offers and travel discounts
- Upgrade to the next membership level – Emerald Club *Executive*SM – with only 12 rentals in a calendar year

Q. How do I enroll in Emerald Club?

A: Log into the State of Oregon Online booking tool, Resx, and click on the link National Emerald Club to access the custom web enrollment site for The State of Oregon. You can complete your enrollment online and immediately receive your new Emerald Club number. Once you complete the enrollment and add your Club number to your travel profile, you may immediately start renting and taking advantage of the many benefits of the Emerald Club. Please be sure to update your State of Oregon Travel profile with your Emerald Club member number. Please use link below:

XZ46WOR: Official State of Oregon Business Travel

Emerald Club Link: <https://www.nationalcar.com/offer/XZ46WOR>

XZ46OSU: Oregon State University

Emerald Club Link: <https://www.nationalcar.com/offer/XZ46OSU>

XZ46UOR: University of Oregon

Emerald Club Link: <https://www.nationalcar.com/offer/XZ46UOR>

XZ46OHS: OHSU

Emerald Club Link: <https://www.nationalcar.com/offer/XZ46OHS>

XZ46PSU: Portland State University

Emerald Club Link: <https://www.nationalcar.com/offer/XZ46PSU>

XZ46CPP: ORCPP Members (All other eligible users not listed above)

Emerald Club Link: <https://www.nationalcar.com/offer/XZ46CPP>

Q. How do I learn how to use The Emerald Club?

A: First, review the information provided on the State of Oregon travel intranet site. You can access instructional videos and other information on picking up your car by clicking on the link below:

<https://www.nationalcar.com/counterBypass.do>

Additional information on the Emerald Club is available at www.emeraldclub.com.

Q.

How do I know what type of pickup process/service I should follow when I rent?

A:

Your reservation number is appended with a 5-letter code identifying the pickup process you should follow. Depending on your member level and the location you are renting from, the pickup process will be as follows:

AISLE – Follow the signs to Emerald Aisle, pick any car and proceed to the exit booth to complete the rental.

EXSEL – Follow the signs to Executive Selection, pick any car and proceed to the exit booth to complete the rental.

BOOTH – Follow the signs to the Emerald Club booth; show your valid ID, collect the vehicle keys and go.

RESRV – Proceed to the vehicle row of the car class you've reserved (Reserved a compact car? Proceed to the compact row. Reserved a premium car? Proceed to the premium row.) choose your car and proceed to the exit booth to complete the rental.

EXCNT – Proceed to the designated Emerald Club member counter, show your valid ID and collect your keys.

COUNT – Proceed to the rental counter or you may use the rental kiosk where available for processing

For **AISLE**, **EXSEL** & **BOOTH** reservations, you will need to reserve a midsize car. No matter what car you drive, you will only be charged the reserved midsize rate. Emerald Club members frequently receive free upgrades, based on availability.

Q.

If I am already an Emerald Club member, do I need to enroll again?

A:

No, it's not necessary to enroll again. However, you will need to update your member profile with your current corporate credit card and Contract ID information.

- ◆ Go to the Emerald Club homepage, www.emeraldclub.com
- ◆ Locate your Emerald Club card number and click on Emerald Club [Create Login](#).
- ◆ Establish your unique login and password and click on the [Submit](#) button.
- ◆ From the Emerald Club homepage click the [Profile Update link](#).
- ◆ Confirm or provide all information in each of the following profile sections: Personal Information, Login Information, Credit Card Information, Rental Preferences, Reward Preferences, and Email Preferences.
- ◆ ***Be sure to hit the [Save](#) button for each entry***
- ◆ On the [Rental Preferences](#) page, decline all coverage per your corporate policy and click on the [Save button at the bottom of the page](#).
- ◆ Add your Emerald Club membership number to your travel profile with Azumano.

To add the State of Oregon contract ID to your Emerald Club profile:

- ◆ To update the contract ID Number, members may call our member services line at 1-800-962-7070 between the hours of 9 a.m. – 6 p.m. EST, Monday through Friday.

Q.

Once I've enrolled in Emerald Club, how soon can I make a reservation and receive my Emerald Club benefits?

A:

When you enroll via the State of Oregon custom link, you will receive your Emerald Club number and your membership will be immediately available for use. Your new member packet with membership card will arrive via first class mail in 2-3 weeks. To receive benefits immediately, include your Emerald Club member number in the reservation. Be sure to update your traveler profile at Azumano Travel. At time of rental, your membership will be validated by presenting either your driver's license, the credit card listed in your Emerald Club profile or your Emerald Club member card.

Q.

How will I be identified as an employee of the State of Oregon?

A:

The National Car Rental system will identify you as a State of Oregon employee each time you book a reservation or rent using your Emerald Club number. The State of Oregon Contract I.D. number on your profile will make sure that you are identified as a State of Oregon traveler and guarantees that you receive the appropriate rates and benefits.

Q.

Can I rent for personal travel with my Emerald Club membership?

A:

The State of Oregon does not permit this account to be used for personal use. Monthly and quarterly reporting is provided to the State to ensure rentals are for business use only. If you are interested in using a rental car for personal use, please contact 1 800-Car-Rent and refer to account number GCAMA046. Please note, the Damage Waiver is not included on personal rentals and the liability coverage will be at the limits and as specified in the Rental Agreement.

Q. Can I receive frequent flyer miles for my business or personal rentals?

A:

Yes! You have the ability to select frequent flyer miles as your reward option in your Emerald Club profile. Normally, you can earn 50 frequent flyer miles with each completed rental day. You must provide your specific frequent flyer information on your Emerald Club profile so that National can communicate the number of frequent flyer miles that need to be awarded for each completed rental to the airline of your choice.

Q. If I have other questions regarding Emerald Club that are not addressed here, whom should I contact?

A:

For general questions, call Emerald Club Member Services at 1-800-962-7070, Monday – Friday, 9AM to 6PM EST. If you have specific questions relating to your company’s corporate car rental plan, please contact your Corporate Travel Office directly.

Q. Will my Emerald Club Profile work at Enterprise Rent-A-Car?

A:

Yes, Emerald Club Profiles work at Enterprise Rent-A-Car. Although Enterprise Rent-A-Car does not offer the Emerald Aisle Counter Bypass Program, using your Emerald Club Profile at Enterprise Rent-A-Car will speed up your rental process and allow you access to your “members only” lines at major airports.

For additional Information or questions, refer to the National Car Rental section on the State of Oregon intranet site or contact National Car Rental customer service at 1-800-227-7368.

As part of the new agreement with the State of Oregon, National will status-match any State of Oregon traveler’s status with another rental car company into the equivalent level of Emerald Club.

Note: You must be enrolled in Emerald Club to be status-matched.



FREQUENTLY ASKED QUESTIONS

ABOUT THE STATE OF OREGON CAR RENTAL PROGRAM WITH
ENTERPRISE RENT-A CAR®

Q.

How can Enterprise be booked?

A:

Enterprise can be booked by calling the local Enterprise branch, via the State of Oregon Online booking tool, Res X, the web (www.enterprise.com) or 800-RENT A CAR (800-261-7331). **Remember to reference your correct account number and pin# ORE.**

Q.

How much notice is required when reserving a vehicle?

A:

Require a 24-hour advance booking and 7 calendar days in advance for specialty vehicles. A confirmed reservation shall be guaranteed vehicle availability including no added cost if upgraded vehicle is provided due to confirmed class not being available.

Q.

What is the rental car process with Enterprise?

A:

- Once you have booked your rental car, please keep your Confirmation Number and bring it with you to the Enterprise counter.
- **FREE PICK-UP SERVICE:** If you require a pick-up service, please call your closest rental location. They will pick you up from work or home. Please provide them with your confirmation number and/or account number.
- **COVERAGES:** Decline Damage Waiver and Liability coverage- when account number is used, it is included in the rate for all U.S. rentals. If the terms of the rental agreement are violated, CDW and Liability coverage will not apply. **Must be booked at State rates, promotional rates do not apply.**
- **VEHICLE CHECK-IN:** Please walk around the vehicle for unmarked scratches/ or marks and bring to counter's attention before you depart.
- **RETURN DROP-OFF:** We have a FREE drop-off service to return you to home or work.

Q.

Are one-way rentals allowed with Enterprise?

A:

Enterprise Rent-A-Car will continue to do one-ways picked up and returned within Oregon. For all other one-way needs, please contact National Car Rental.

Q.

What if I have an accident while driving an Enterprise vehicle?

A:

You should call the phone number on the Enterprise rental agreement. If the accident involves another car or property, you should call the police and obtain a police report. If the accident happens after business hours, you should contact the roadside assistance number located on the back of the rental contract. Please report this to both Enterprise and your Risk Management Coordinator within 24 hours of the accident; this complies with the terms of the rental agreement.

Q.

What if my Enterprise car has service problems or breaks down?

A:

If service problems arise during normal business hours, you can call the local Enterprise branch or you can call Roadside Assistance at **800-307-6666**. Please keep in mind, Roadside Assistance charges will vary depending on the situation. Most preventable issues such as running out of gasoline or locking keys in the vehicle will result in a minimum \$61 service fee assessed to the rental by Enterprise Rent-A-Car.

Q.

What is the re-fuel policy with Enterprise?

A:

To avoid any additional fuel charges, you should return the vehicle with the same level of fuel received at the time of check-out. Typically, home-city (local) locations are required to have the fuel at least at half tank. If the vehicle is returned and the fuel is not replaced, the branch will add fuel charges to your final bill. However, you should replace the fuel whenever possible, as local gas stations will offer the lowest per gallon price.

Q.

How do I obtain a receipt, post rental?

A:

Receipts can be accessed on-line 48 hours after the rental is returned. Go to www.enterprise.com, click on "Business Rentals", then "Print A Receipt". **A driver's license number is needed to access the receipt.**

Q.

Who do I contact if I have a question with an Enterprise rental or booking?

A:

You may contact the Azumano travel or Enterprise directly:

- Enterprise Customer Service: 800-264-6350
- Enterprise General Reservations: 800-RENT-A-CAR

Q. Is Emerald Club available at Enterprise?

A: Yes, Emerald Club Profiles work at Enterprise Rent-A-Car. Although Enterprise Rent-A-Car does not offer the Emerald Aisle Counter Bypass Program, using your Emerald Club Profile at Enterprise Rent-A-Car will speed up your rental process and allow you access to your “members only” lines at major airports.

Q. What are the benefits of using my Emerald Club membership at Enterprise?

A: You will enjoy the following benefits:

- Faster Reservations – online, on the phone, with your travel agent, and at participating Enterprise locations.
- Faster Rentals
- Special Members’ Line at Major Airport Locations

Q. Will I have to provide a credit card if I have one on file with my Emerald Club membership?

A: No. Your credit card information will follow your membership to rentals at Enterprise.

Q. Am I able to earn rental car credits at Enterprise?

A: Yes, you can earn rental car credits at both Enterprise and National. At this time, they may only be redeemed at the National brand.

Q. We currently reimburse some travelers for miles driven in their personal car, are there any other options?

A: Yes, your company can save up to 30% on business travel by renting a car through Enterprise. With Enterprise, the State can lower the cost per mile and reduce liability. Your travel team has been supplied with a free analysis comparing your current mileage reimbursement program to outsourcing rentals with Enterprise.

Q. Can I use the corporate discount for personal rentals?

A: The State of Oregon does not permit this account to be used for personal use. Monthly and quarterly reporting is provided to the State to ensure rentals are for business use only. If you are interested in using a rental car for personal use, please contact 1800-Rent-A-Car and refer to account number SB00001. Please note, the Damage Waiver is not included on personal rentals and the liability coverage will be at the limits and as specified in the Rental Agreement.

Q. Why do my rates seem to change based on markets?

A: Rates are set with a flat base rate. These rates are set across the U.S. and will not change in response to supply and demand or competitive pressure. This does not mean that that your company will receive the same exact rate in every market. In certain markets, there are city differentials which will affect the overall rate in the market you are renting. These differentials are to cover the higher cost of doing business in certain locations: higher employee costs, higher rent, higher taxes, etc. Rental Car Companies charge a city differential fee to cover these regional cost differences while still maintaining lower rates in other parts of the country. As part of your agreement, for State of Oregon’s top markets, many of these differentials have either been waived or reduced to accommodate your travel patterns. Airport Concession Fees are a separate charge not covered under the Contract Agreement.

Q. Why are our negotiated rates occasionally different than what I find on the intranet as retail?

A: The State of Oregon has a Fixed Rate Program. These corporate rates are set to include services and fees that are not waived when renting retail/via the internet. Some of the services extended in the rate are: no black out dates, no additional driver fees, no youthful driver surcharge (18 -24), fuel replacement no greater than 50% above market average, no energy recoupment surcharges, insurance coverage preferences, no cancellation/extension/change/no show fees. In addition, at airports, our Corporate contracted customers receive an expedited service as well as the last car available in a sold out situation. The set rate program will also ensure a lower nationwide pricing structure for rentals in all of the following instances: same day or short notice travel, coincides with a holiday, special event in an area or a diminished supply of vehicles which increases the retail rates.

Taking all these factors in consideration, State of Oregon’s set rates, terms and conditions are the most comprehensive for an overall 12 month cost savings program.

Q. What is the age requirement for State of Oregon renters?

A: Drivers must have a valid Drivers License and Credit Card and be at least 18 years of age at participating locations. *21 years of age is required at some locations.*

Q.

What is the expected form of payment?

A:

State issued or personal credit cards. For direct billing, we must have, prior to rental, an agency approved account created. In most cases, your agency may require you to provide the rental agent with a cost identifier (P.O., Index Code, department name, etc). Please provide that information to the rental agent and they will place this info in the Purchase Order Field in their computer system. This process will ensure your cost identifier prints on invoices as well as ensure your compliance with your agency's procedures.

For agencies or departments requiring a formal billing program, please e-mail requests to davion.l.leese@ehi.com



WeCar is available only to those with qualified WeCar memberships and operates separately from Enterprise Rent-A-Car and National Car Rental. To become a member, or for any other questions, contact our WeCar division by e-mail. Chi.K.Nguyen@wecar.com.

Thank you in advance for your support of this new program and we hope that you enjoy the new benefits.