Europcar Business Portal

europcar.biz user guide

Europcar

moving your way

Contents:

New Reservation 3

Amend Reservation 7

Cancel Reservation 10

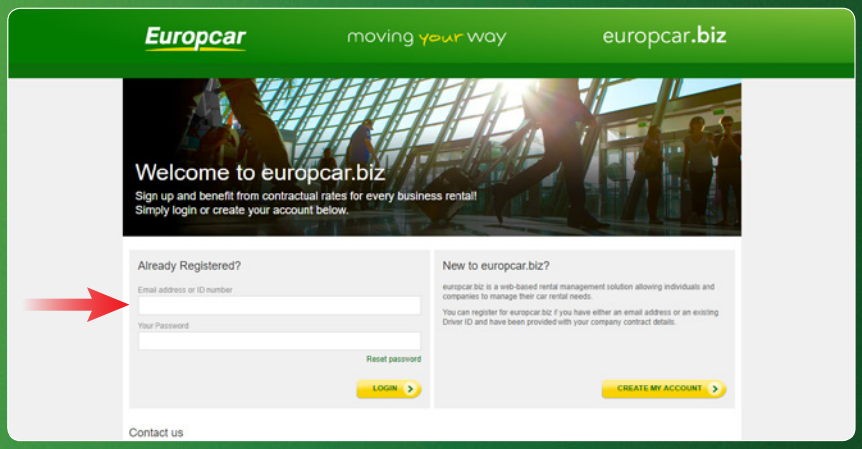
Invoice - View & Print 11

Unregistered Driver - Renters without a profile 12

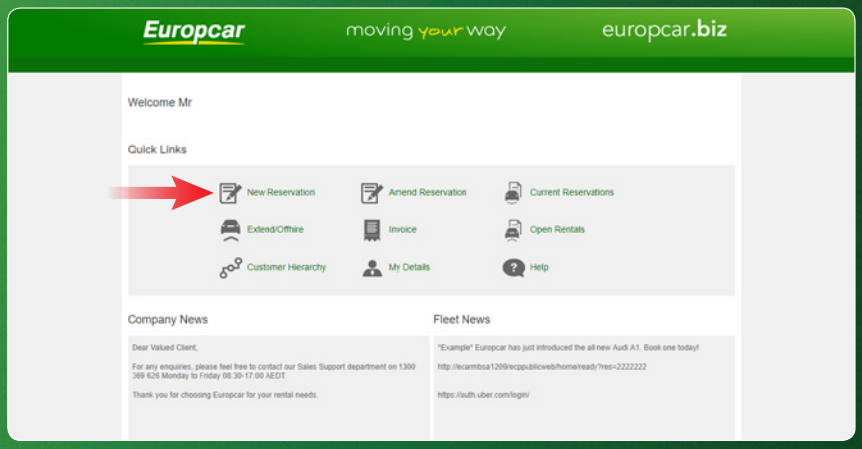
Europcar
moving your way

New Reservation

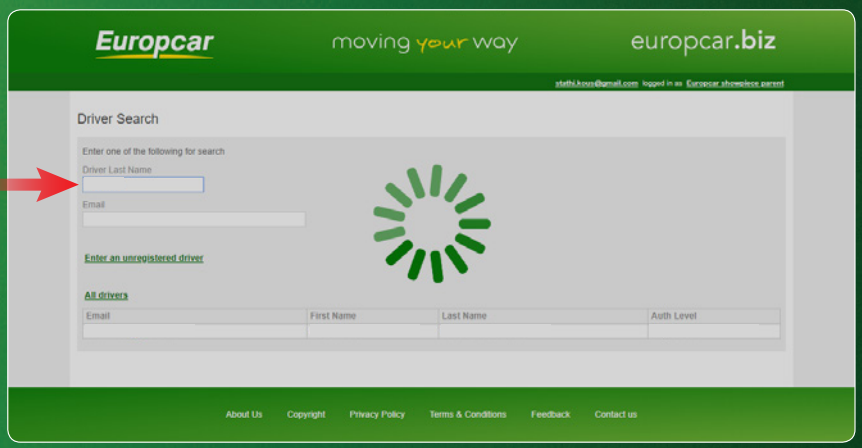
1. Go to Europcar.biz and log in using your supplied login credentials.



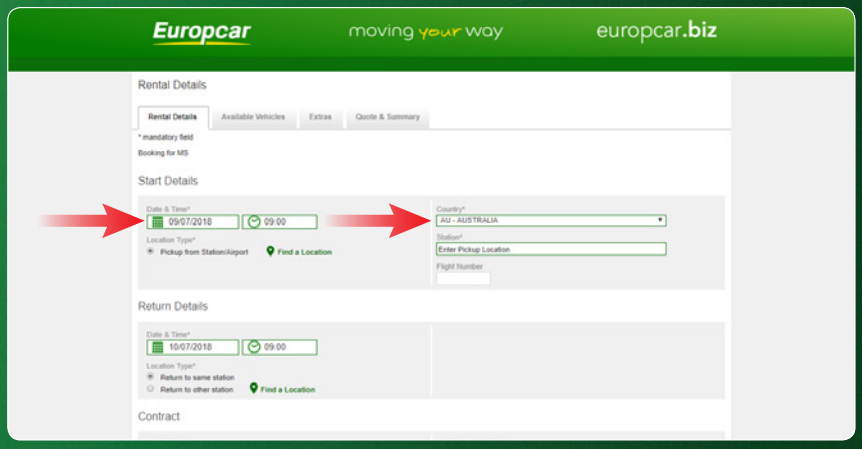
2. Click on New Reservations.



3. Driver Search - Enter the driver's surname in the allocated textbox. *Note the system will preselect your profile from the database and you will be redirected to the Rental details screen.

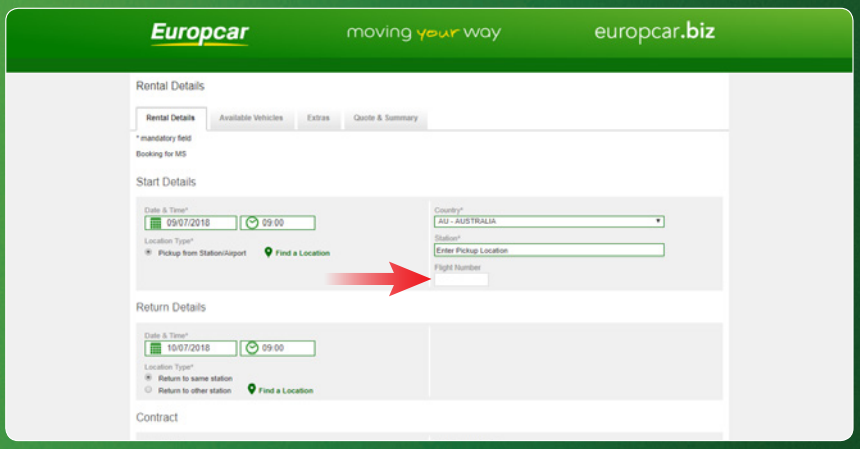


4. Rental Details - Select the date and time you would like your booking to commence; followed by the Country and Pickup location.

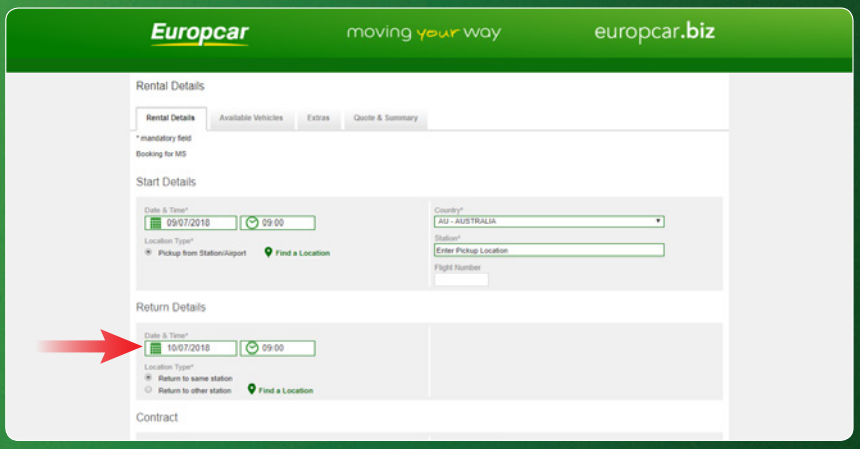


New Reservation cont'd

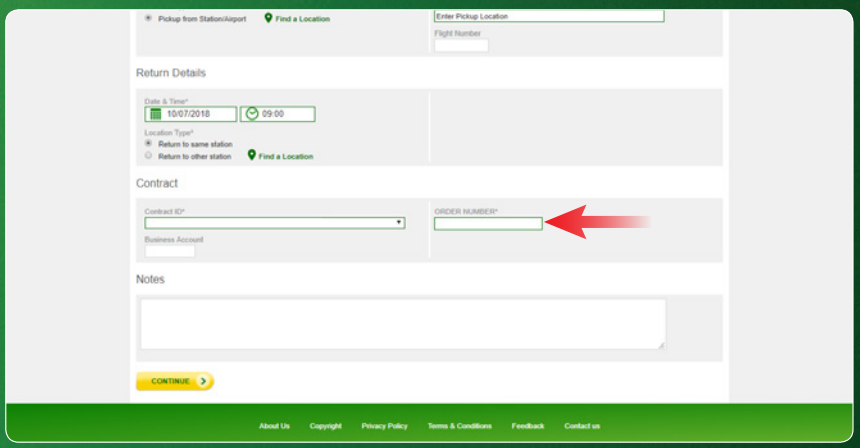
5. Enter your flight number in the allocated textbox. For customers without a flight itinerary, please enter "NONE" in this textbox.



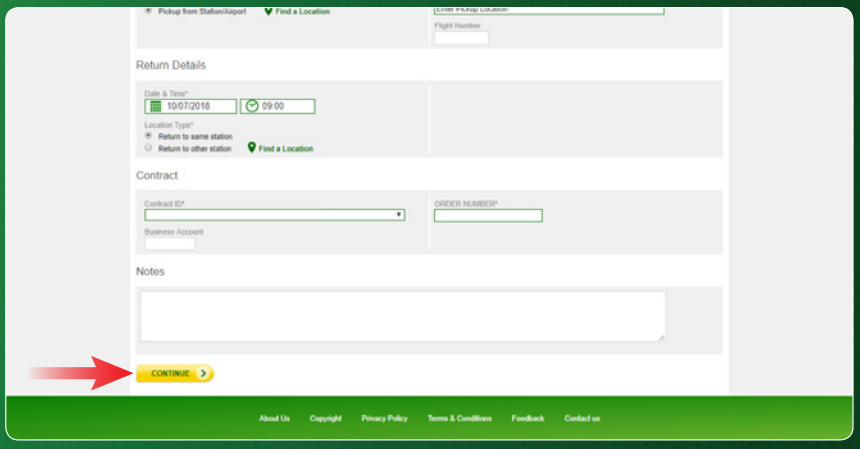
6. Select the date and time you would like your booking to end. *Note you can select an alternative Drop off location by selecting "Return to other station".



7. Enter your PO number or surname in the "Order Number" textbox.

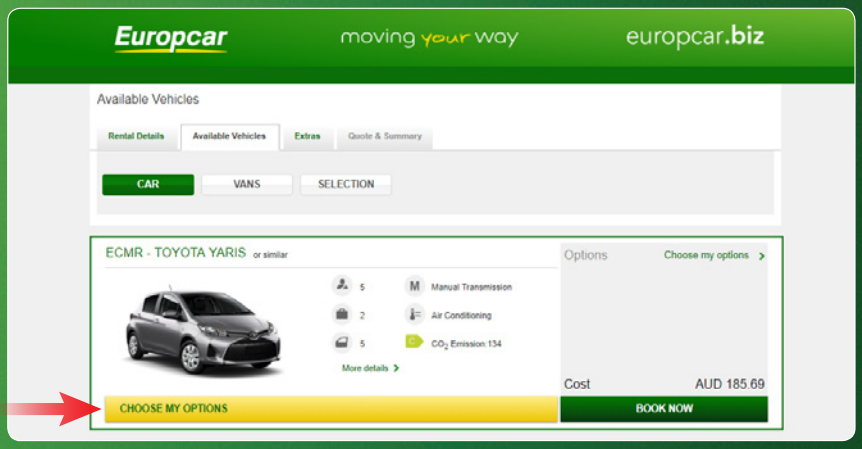


8. Click "Continue".

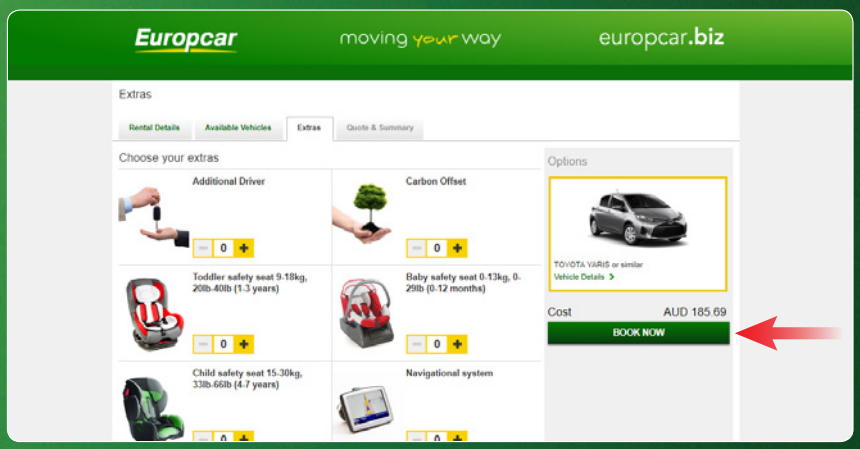


New Reservation cont'd

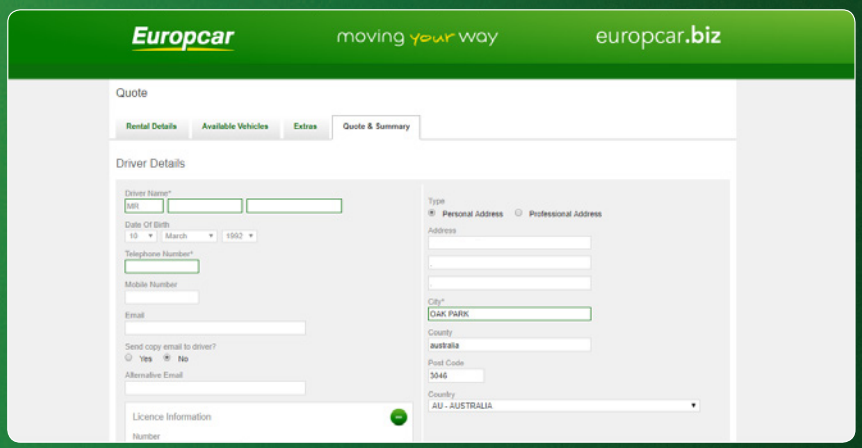
9. Vehicle Selection - Select your vehicle from the list by scrolling down and clicking the "Choose my options" button below the selected vehicle image.



10. Choose any optional extras to be included in your booking and press "Book Now".

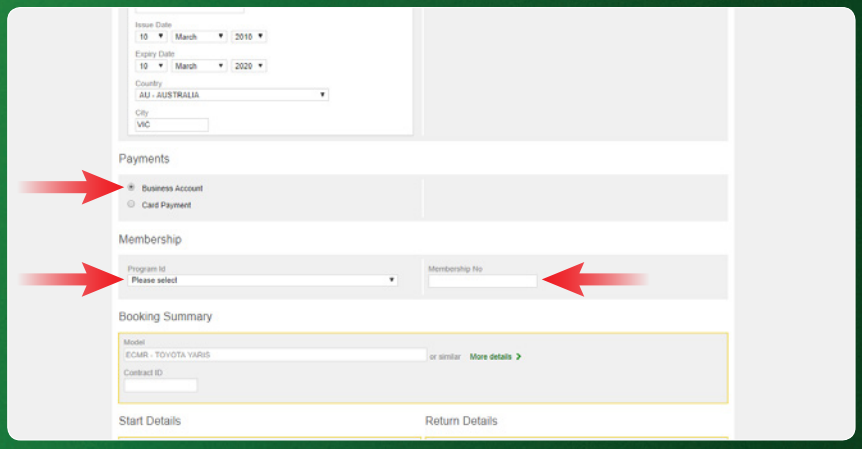


11. Review your booking details.



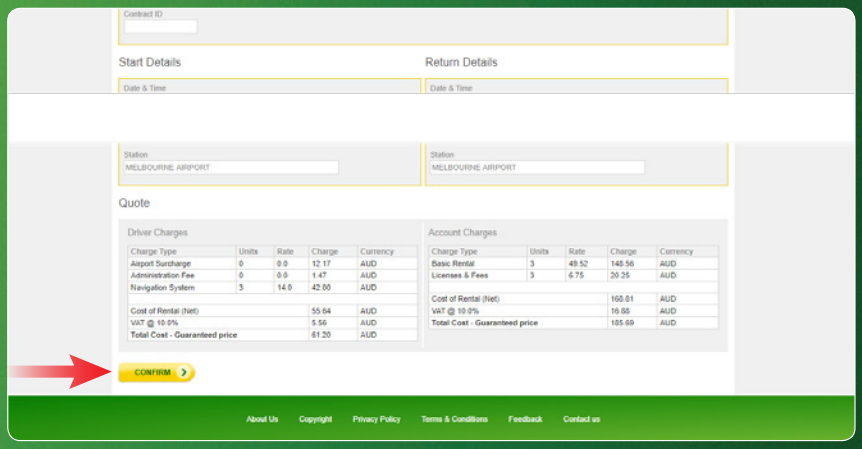
12. Ensure you have selected the appropriate method of payment.

Select the relevant Reward Program (if any) followed by your membership number in the allocated textbox.

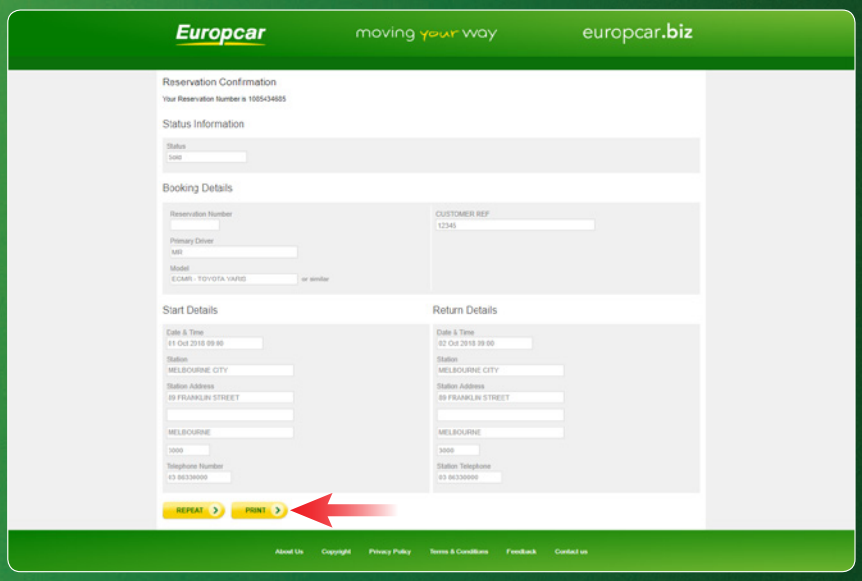


New Reservation cont’d

13. Click “Confirm” once you have reviewed your booking details.

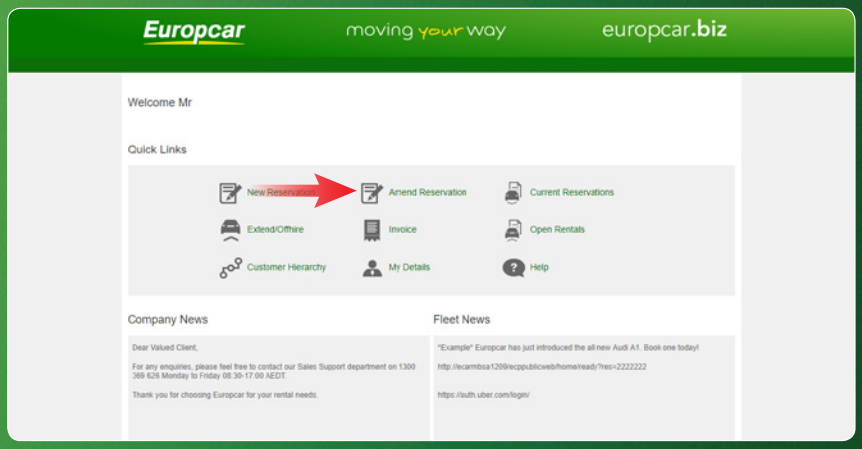


14. Your Reservation Confirmation details will appear and you will also receive an email confirmation. These details can be printed using the “Print” function.

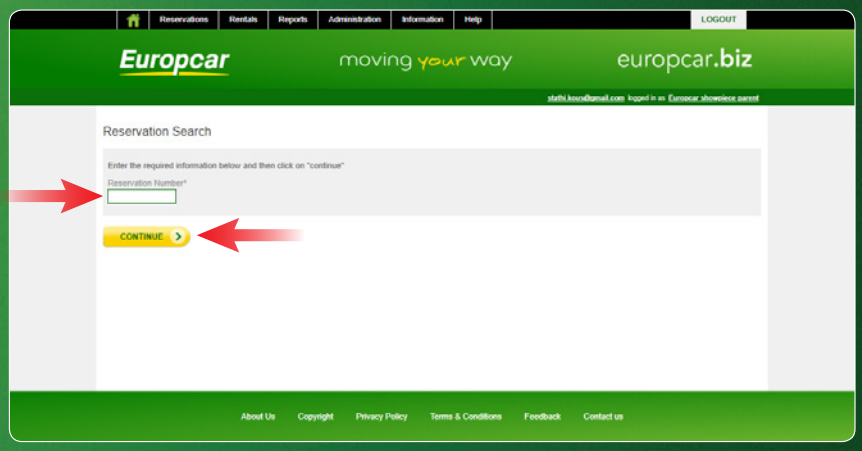


Amend Reservation

1. Login and click on Amend Reservations icon.

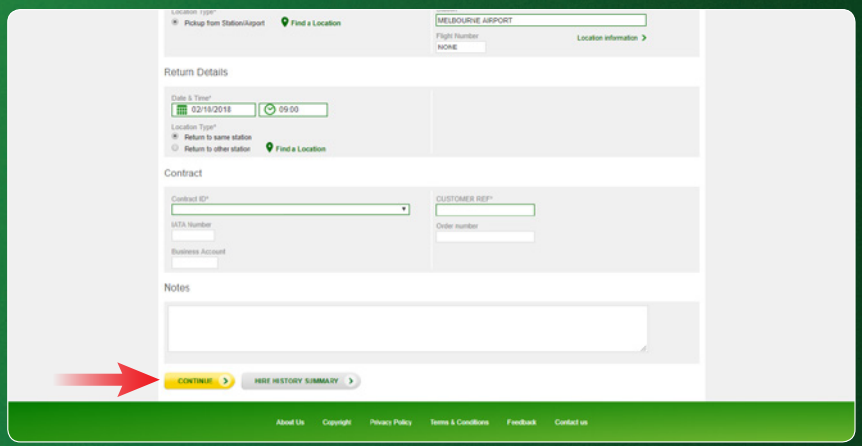


2. Enter reservation number (of the booking to be amended) into text box and click continue.



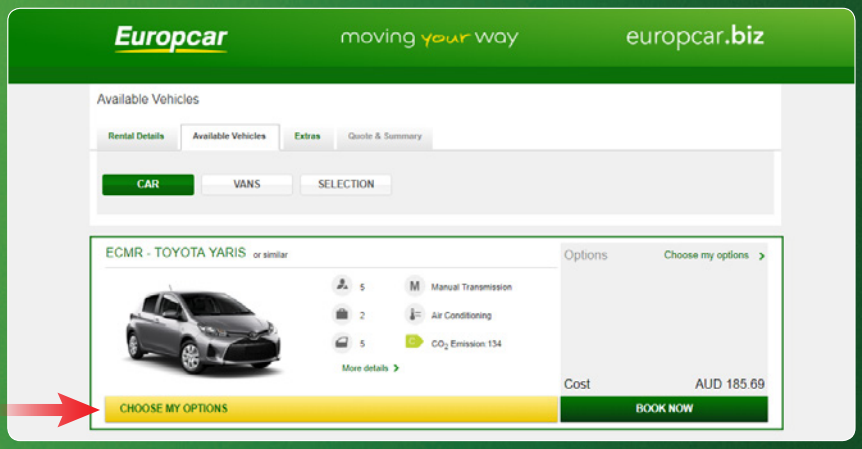
3. Amend the details of the reservation as required, start and return dates/times and locations can all be revised.

4. Click continue.

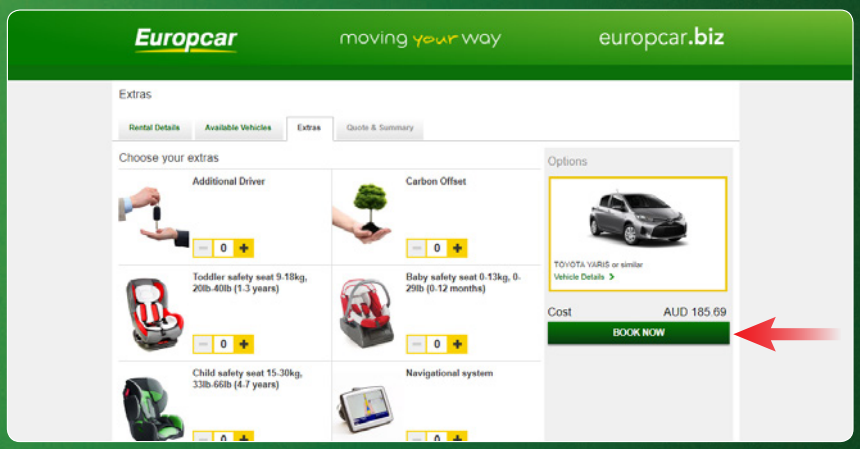


Amend Reservation cont'd

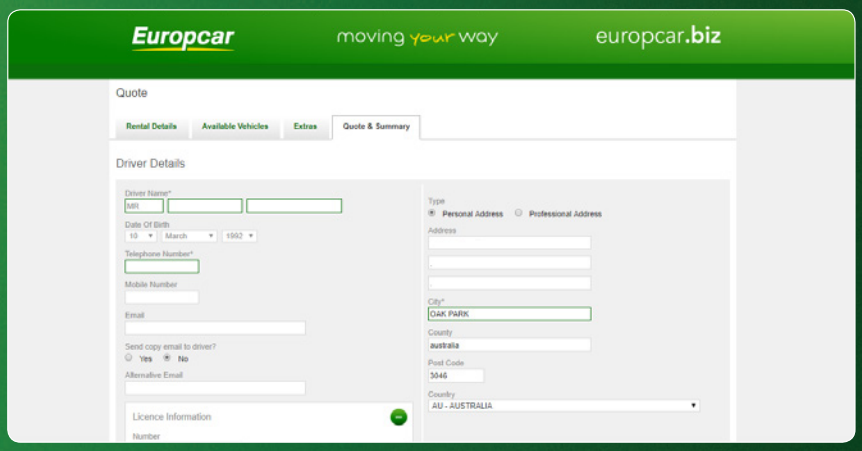
5. Vehicle Selection - Select your vehicle from the list by scrolling down and clicking the "Choose my options" button below the selected vehicle image (you must always re-select your vehicle).



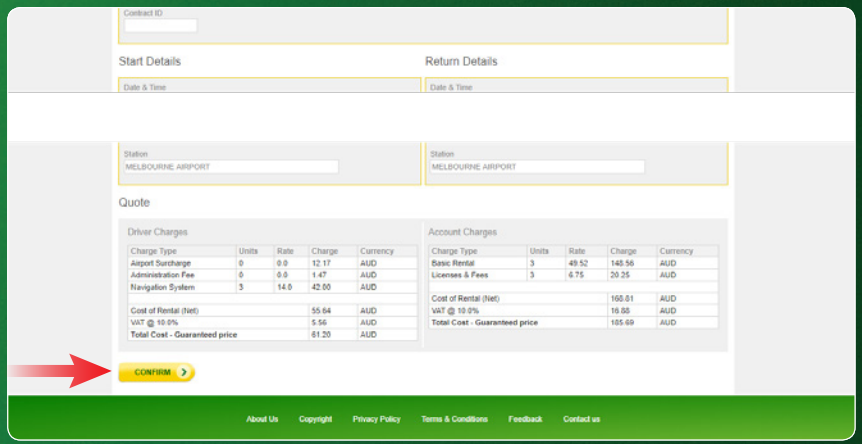
6. Choose any optional extras to be included in your booking and press "Book Now".



7. Review your booking details.

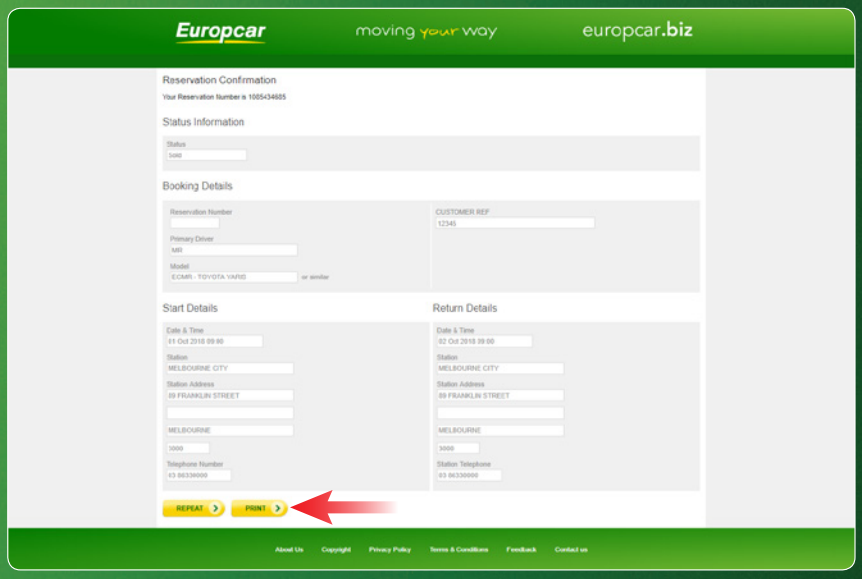


8. Click "Confirm" once you have reviewed your booking details.



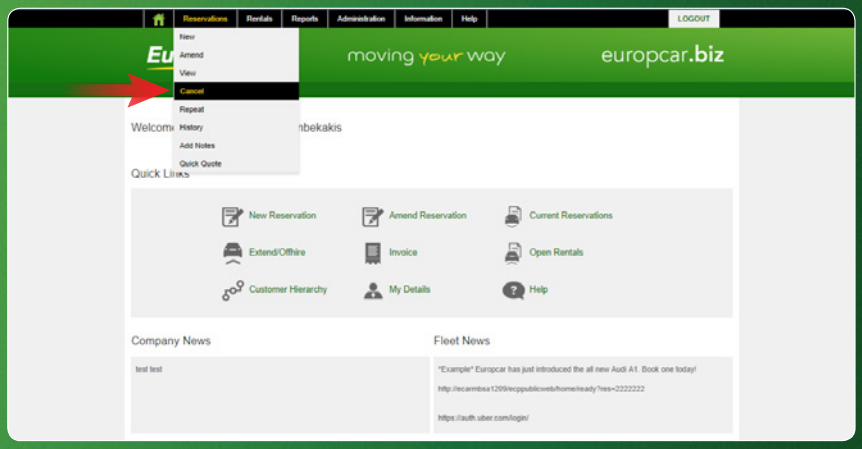
Amend Reservation cont’d

9. Your Reservation Confirmation details will appear and you will also receive an email confirmation. These details can be printed using the “Print” function.

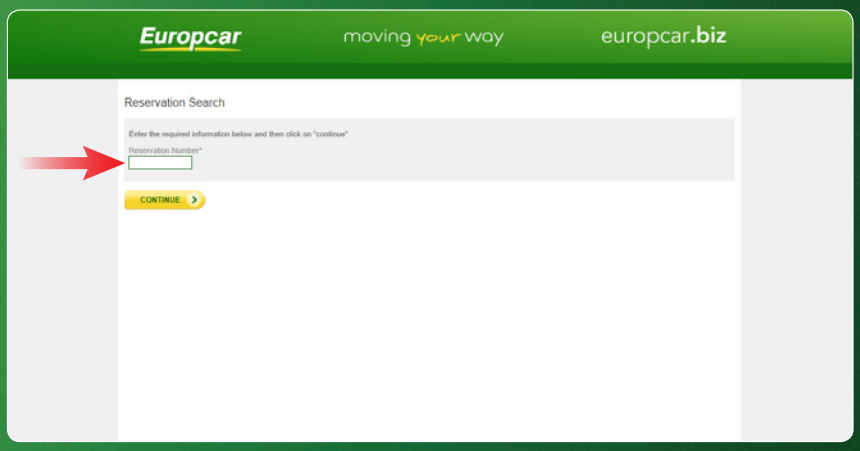


Cancel Reservation

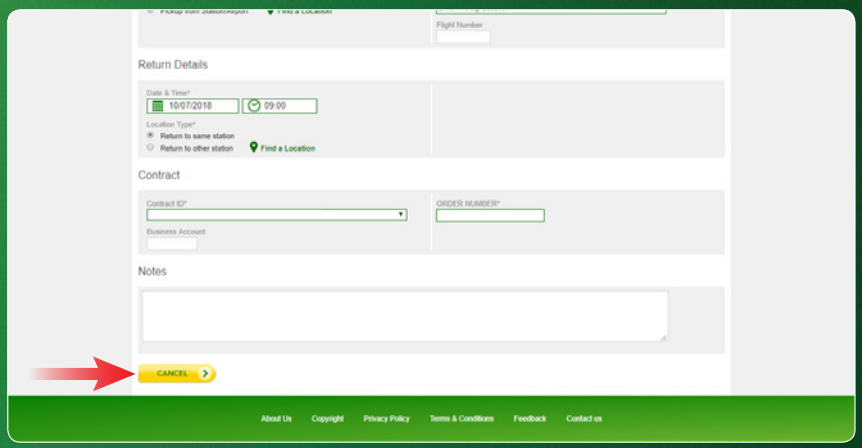
1. Login and click on the “Reservations” drop down tab and click “Cancel”.



2. Enter the Reservation number in the text box and click “Continue”.

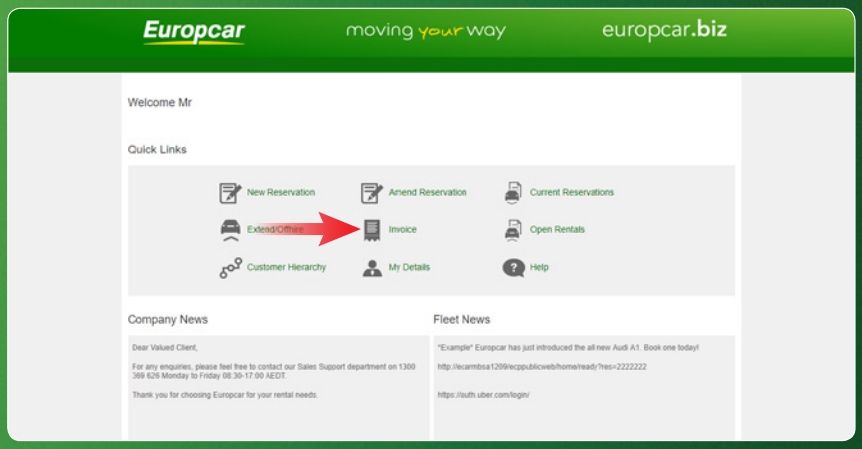


3. Click the “Cancel” button to cancel the reservation.



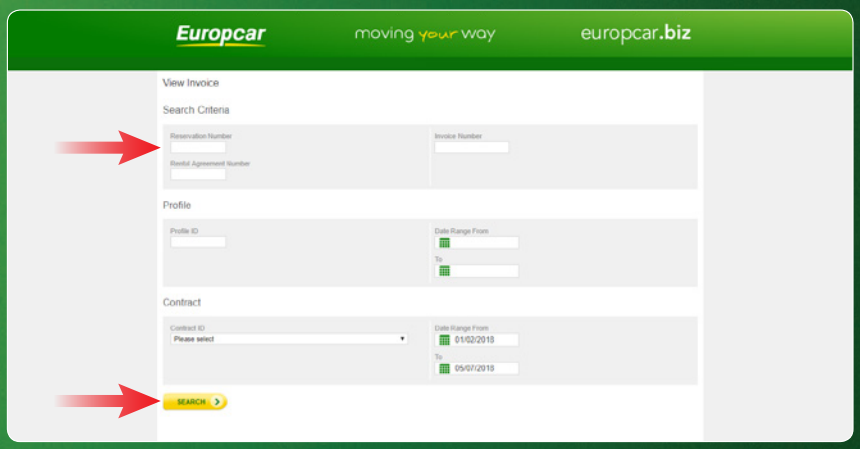
Invoice - View & Print

1. Login and click on the Invoice icon.

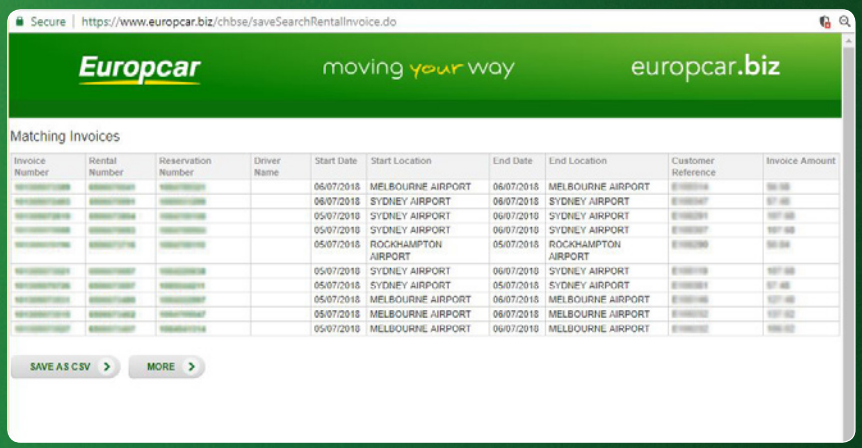


2. Enter **one** of the three search criteria in the appropriate search fields (Reservation number or Rental Agreement number or Invoice number) and click the Search button.

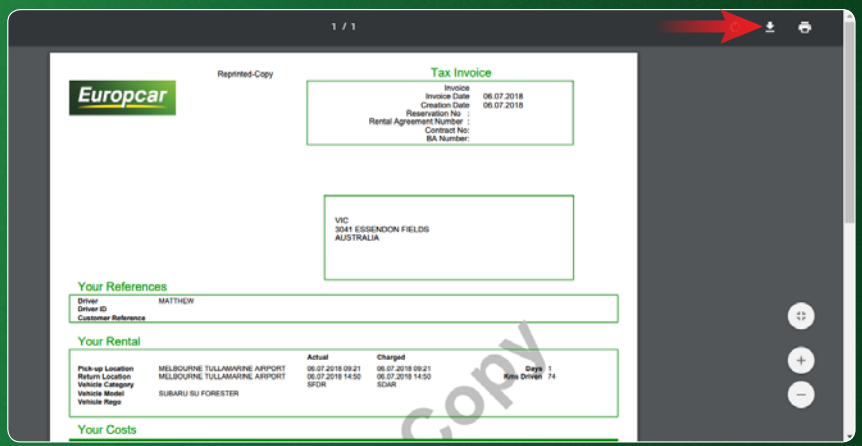
**If you do not have any of the above information, you can search for your invoice by using either the Profile or Contract details section.*



3. Results from the invoice search will display in a pop-up window. Click on the appropriate Invoice, Rental or Reservation number number to view the invoice.

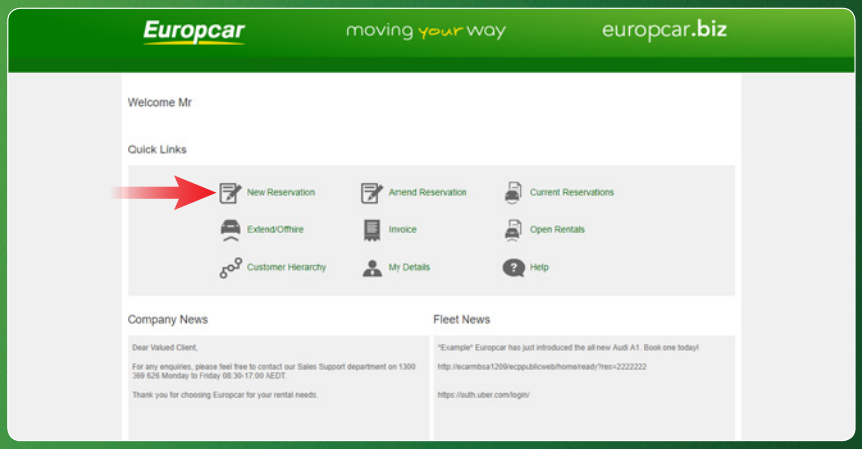


4. The invoice will appear in a new window. The invoice can be downloaded and/or printed via clicking the icons in the top right corner.

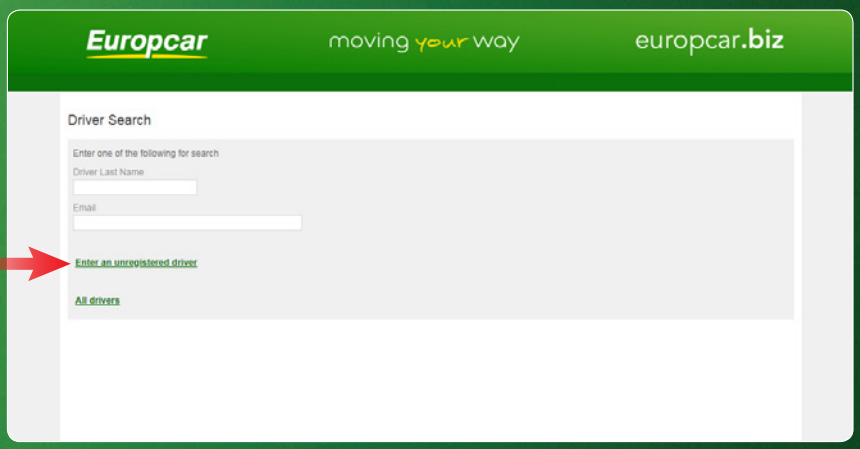


Unregistered Driver (renters without a profile)

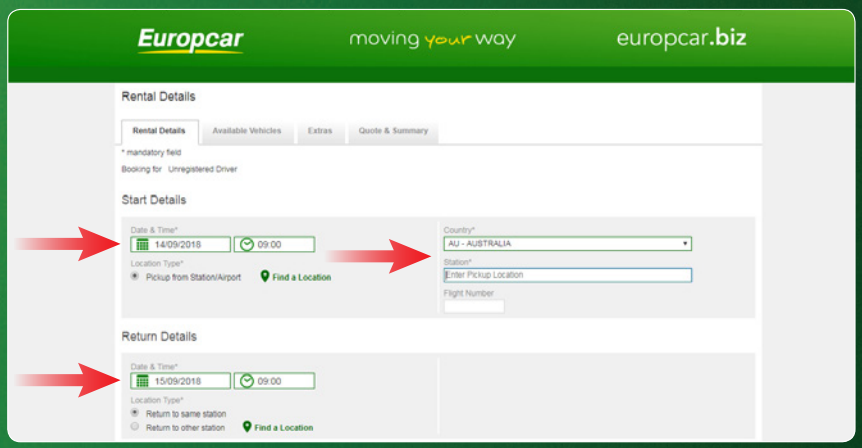
1. Login and click on the 'New Reservation' icon.



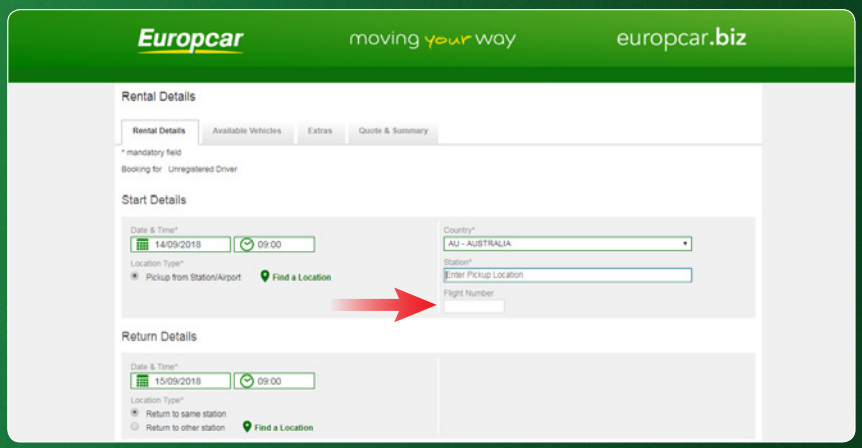
2. Use the search function to locate the driver. If the driver details are registered then the Driver Details screen will appear with the pre-populated driver information. If the driver has not been registered then the user needs to select the 'Enter an unregistered driver' option.



3. Rental Details - Select the date and time you would like your booking to commence; followed by the Country and Pickup location.

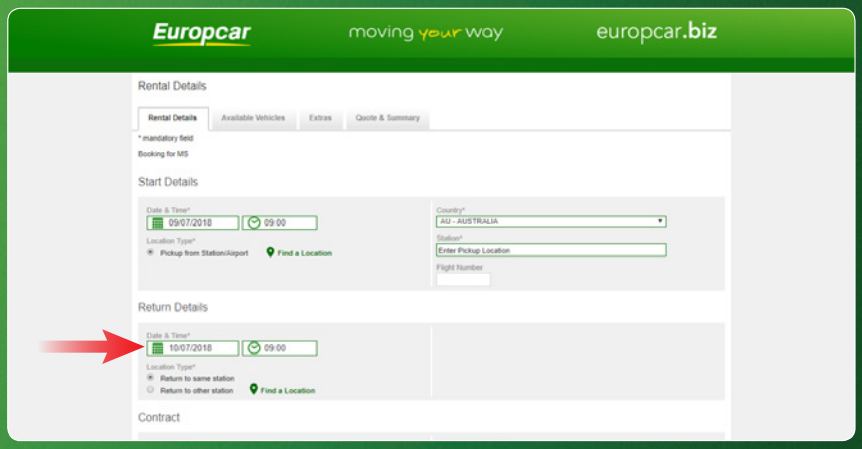


4. Enter your flight number in the allocated textbox. For customers without a flight itinerary, please enter "NONE" in this textbox.

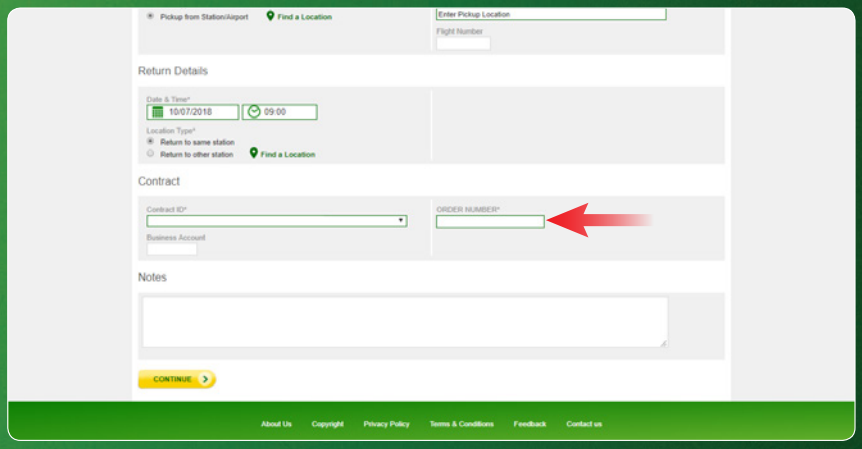


Unregistered Driver (renters without a profile)

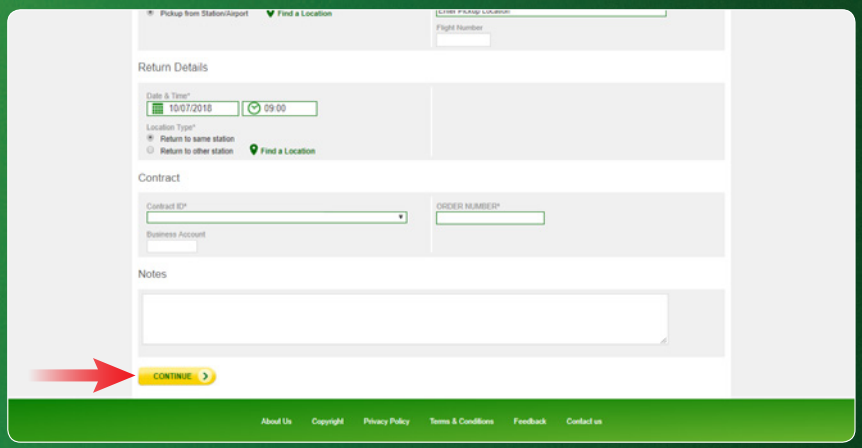
6. Select the date and time you would like your booking to end. *Note you can select an alternative Drop off location by selecting “Return to other station”.



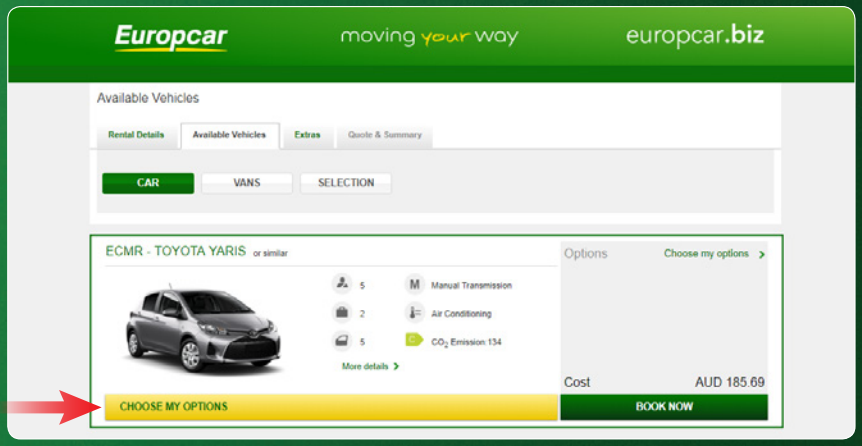
7. Enter your PO number or surname in the “Order Number” textbox.



8. Click “Continue”.

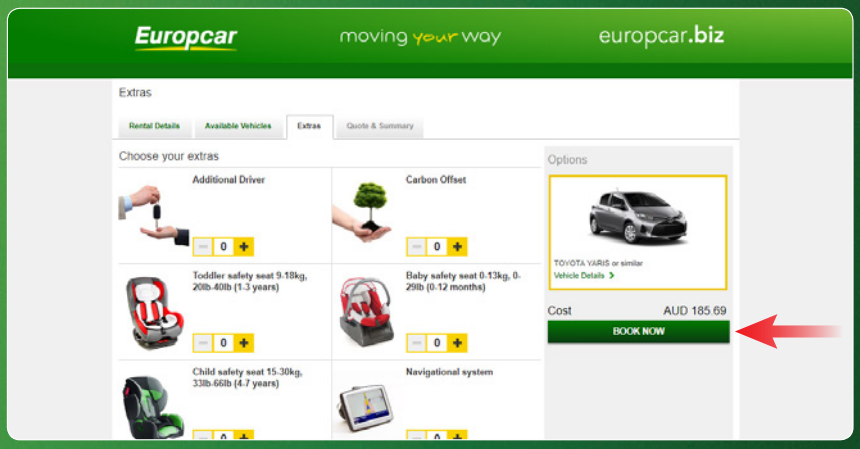


9. Vehicle Selection - Select your vehicle from the list by scrolling down and clicking the “Choose my options” button below the selected vehicle image.

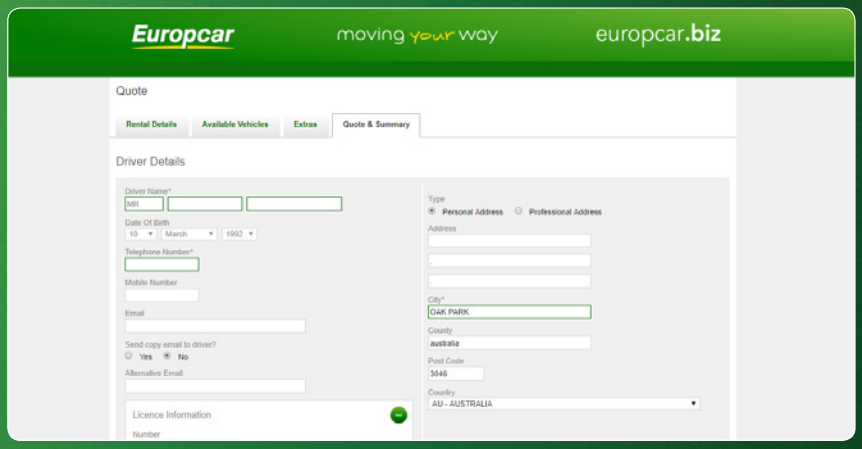


Unregistered Driver (renters without a profile)

10. Choose any optional extras to be included in your booking and press “Book Now”.

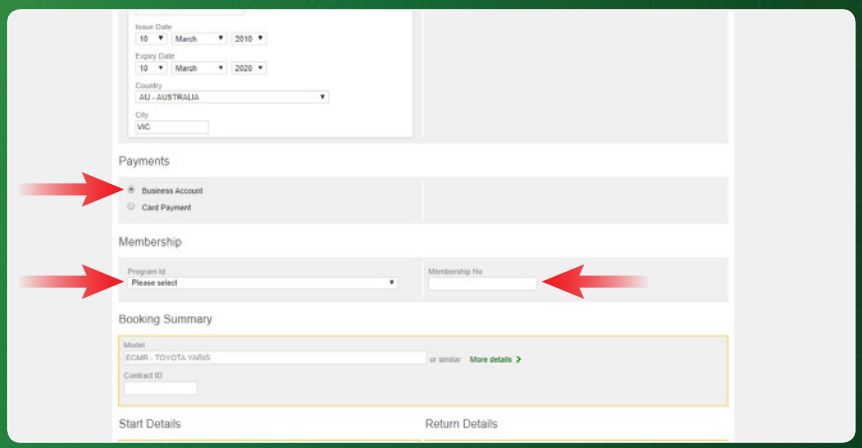


11. Review your booking details.

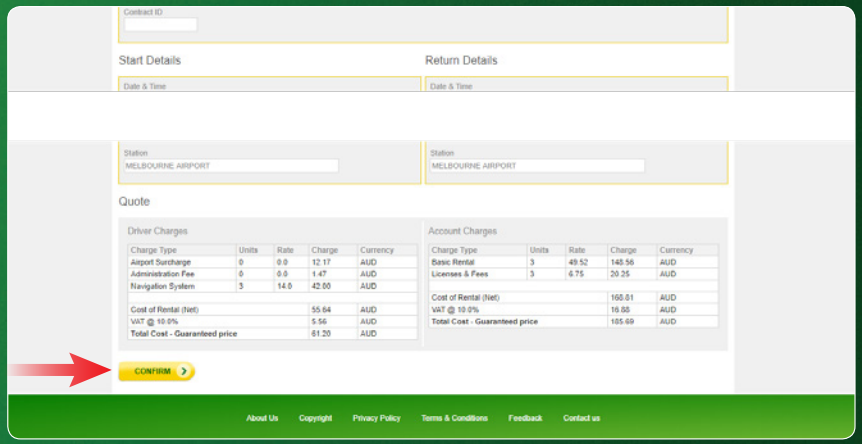


12. Ensure you have selected the appropriate method of payment.

Select the relevant Reward Program (if any) followed by your membership number in the allocated textbox.



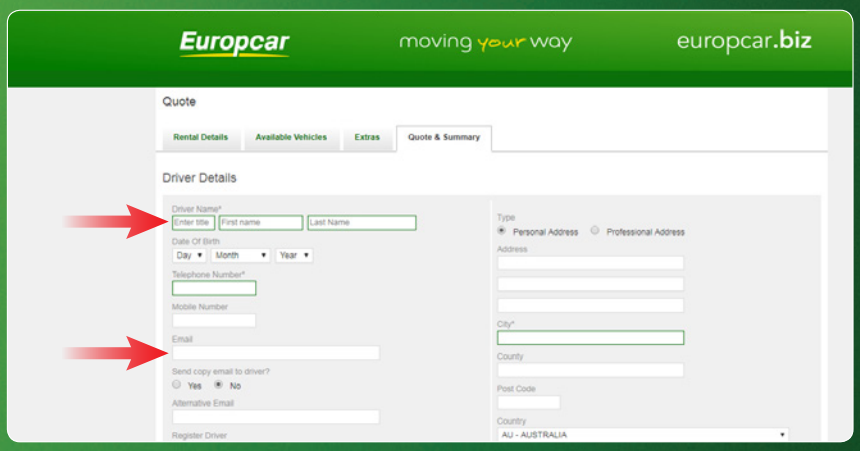
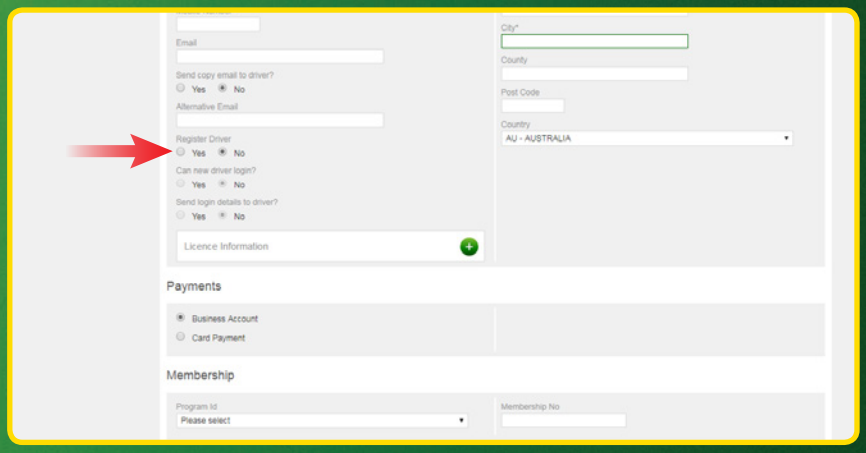
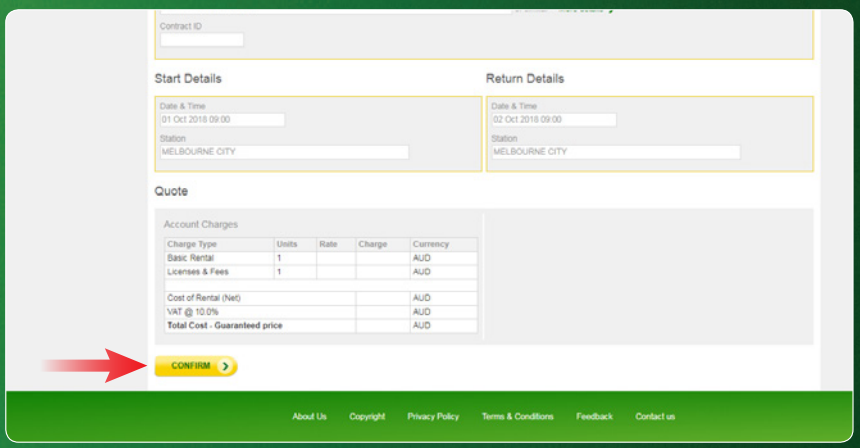
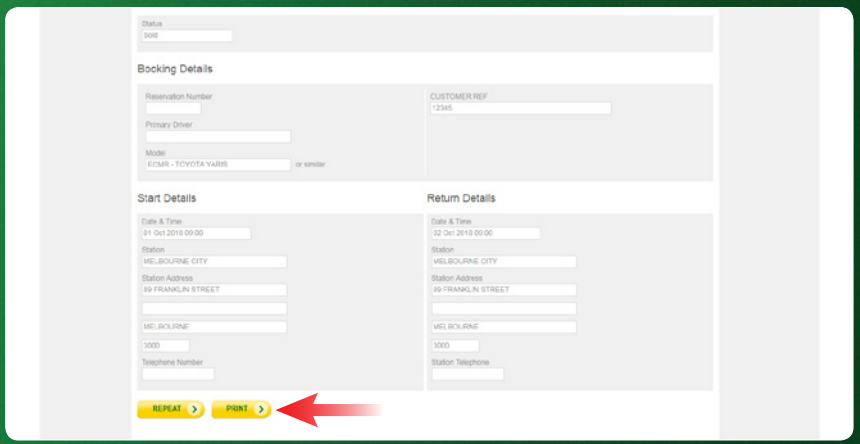
13. Click “Confirm” once you have reviewed your booking details.



Unregistered Driver (renters without a profile)

14. An unregistered driver booking will have all the driver details blank (including email address). There is the option to register a driver during the reservation process; the advantage of this is the next time a booking is required for the same person, the details are already on the system (please note the driver is only registered in this scenario if there is a reservation completed on Europcar.biz).

When placing a reservation use the driver's email (the confirmation email can be repressed if preferred). Once registered a driver profile name cannot be overwritten within Europcar.biz, so ensure that when registering a regular driver that the details are correct. One off reservations can utilise the unregistered driver option, where less details are required to store a reservation, and email can be made optional.

15. To reigester a regular driver, ensure 'yes' is selected under the 'Register Driver' option (see image 2 on this page).

16. Your Reservation Confirmation details will appear and you will also receive an email confirmation. These details can be printed using the "Print" function.