



# Europcar Business Portal

europcar.biz user guide

***Europcar***  
moving *your* way



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# 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.

The screenshot shows the Europcar website's booking form. The 'Start Details' section is active, showing a date of 09/07/2018 and a time of 09:00. The 'Location Type' is set to 'Pickup from Station/airport'. A red arrow points to the 'Flight Number' input field, which is currently empty.

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”.

The screenshot shows the 'Return Details' section of the booking form. A red arrow points to the 'Date & Time' input field, which is set to 10/07/2018 and 09:00. The 'Location Type' is set to 'Return to same station'.

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

The screenshot shows the 'Contract' section of the booking form. A red arrow points to the 'ORDER NUMBER' input field, which is currently empty. The 'Contract ID' dropdown is also visible.

8. Click “Continue”.

The screenshot shows the 'Contract' section of the booking form. A red arrow points to the 'CONTINUE' button at the bottom of the form.



# 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.

Available Vehicles

Rental Details Available Vehicles Extras Quote & Summary

CAR VANS SELECTION

ECMR - TOYOTA YARIS or similar

Options Choose my options >

5 Manual Transmission  
2 Air Conditioning  
5 CO<sub>2</sub> Emission 134

More details >

Cost AUD 185.69

CHOOSE MY OPTIONS BOOK NOW

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

Extras

Rental Details Available Vehicles Extras Quote & Summary

Choose your extras

Additional Driver  
Carbon Offset  
Toddler safety seat 9-18kg, 20lb-40lb (1-3 years)  
Baby safety seat 0-13kg, 0-29lb (0-12 months)  
Child safety seat 15-30kg, 33lb-65lb (4-7 years)  
Navigational system

Options

TOYOTA YARIS or similar  
Vehicle Details >

Cost AUD 185.69

BOOK NOW

11. Review your booking details.

Quote

Rental Details Available Vehicles Extras Quote & Summary

Driver Details

Driver Name\*  
Date Of Birth  
Telephone Number\*  
Mobile Number  
Email  
Send copy email to driver?  
Alternative Email  
Licence Information  
Number

Type  
Personal Address Professional Address  
Address  
City  
State  
Country  
Post Code  
Country: AU - AUSTRALIA

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.

Issue Date  
Expiry Date  
Country  
City  
State

Payments  
Business Account  
Card Payment

Membership  
Program Id  
Membership No

Booking Summary  
Model  
Contract ID

Start Details Return Details



# New Reservation cont'd

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

Contract ID:

Start Details:  Return Details:

Date & Time:  Date & Time:

Station: MELBOURNE AIRPORT Station: MELBOURNE AIRPORT

Quote

Driver Charges					Account Charges				
Charge Type	Units	Rate	Charge	Currency	Charge Type	Units	Rate	Charge	Currency
Airport Surcharge	0	0.0	12.17	AUD	Basic Rental	3	49.52	148.56	AUD
Administration Fee	0	0.0	1.47	AUD	Licenses & Fees	3	6.75	20.25	AUD
Navigation System	3	14.0	42.00	AUD	Cost of Rental (Net)			160.81	AUD
Cost of Rental (Net)			55.64	AUD	VAT @ 10.0%			16.66	AUD
VAT @ 10.0%			5.56	AUD	Total Cost - Guaranteed price			185.89	AUD
Total Cost - Guaranteed price			61.20	AUD					

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

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Reservation Confirmation  
Your Reservation Number is 1005-0485

Status Information  
Status:   
Type:

Booking Details  
Reservation Number:  CUSTOMER REF: 12345  
Primary Driver:   
Age:   
Model: ECAR - TOYOTA YARIS or similar

Start Details  
Date & Time: 01 Oct 2018 09:00  
Station: MELBOURNE CITY  
Station Address: 89 FRANKLIN STREET  
MELBOURNE  
1000  
Telephone Number: 03 86330000

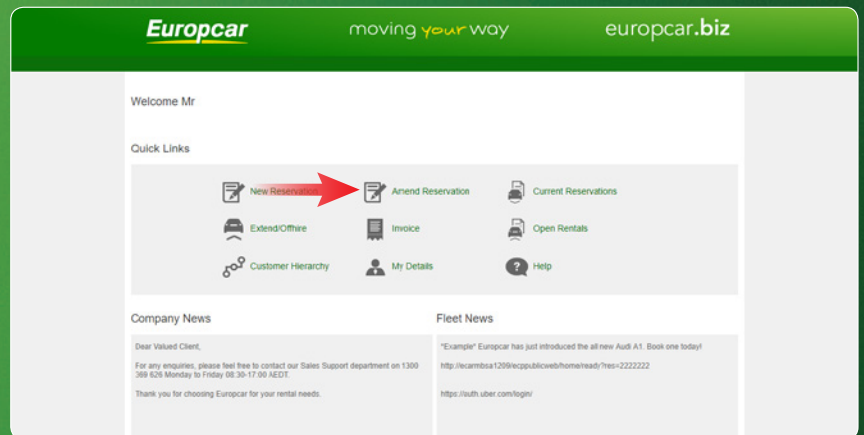
Return Details  
Date & Time: 02 Oct 2018 09:00  
Station: MELBOURNE CITY  
Station Address: 89 FRANKLIN STREET  
MELBOURNE  
1000  
Station Telephone: 03 86330000

**REPEAT** **PRINT**

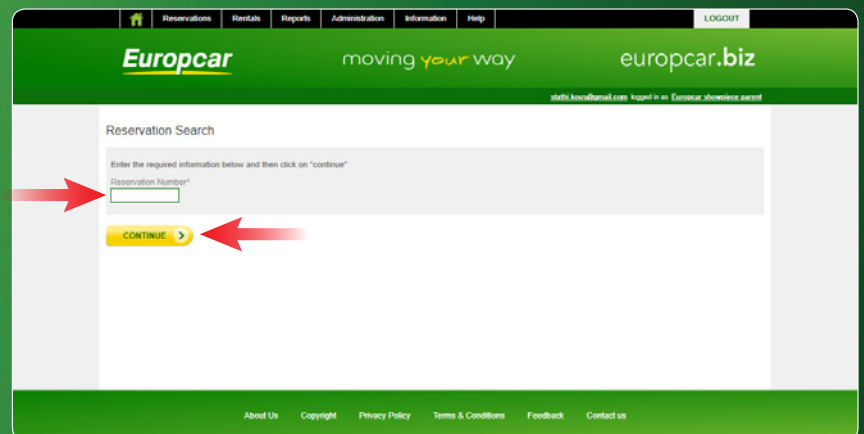
About Us Copyright Privacy Policy Terms & Conditions Feedback Contact us

# Amend Reservation

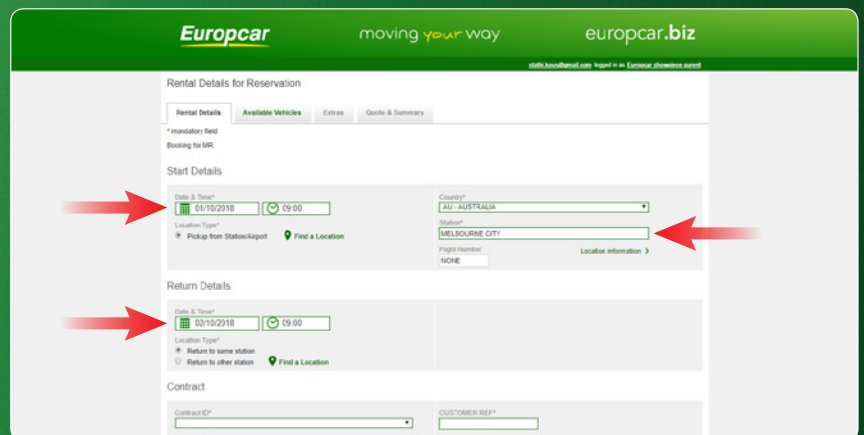
1. Login and click on Amend Reservations icon.



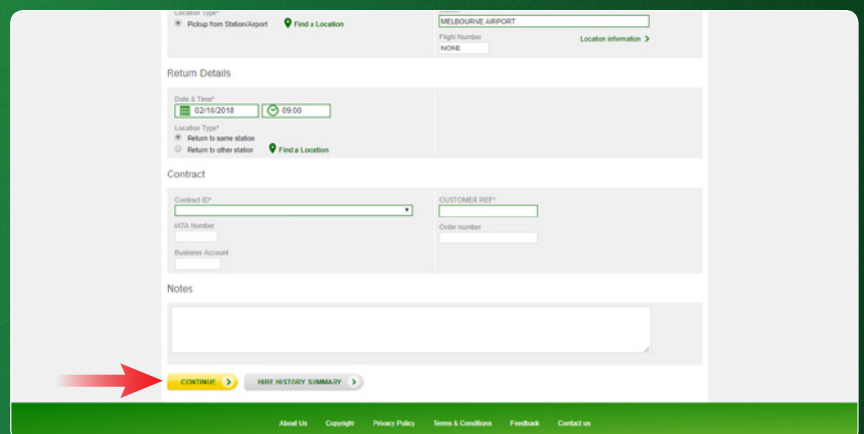
2. Enter reservation number (of the booking to be amended) into text box and click continue.



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).

Available Vehicles

Rental Details Available Vehicles Extras Quote & Summary

CAR VANS SELECTION

ECMR - TOYOTA YARIS or similar

Options Choose my options >

Cost AUD 185.69

BOOK NOW

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

Extras

Rental Details Available Vehicles Extras Quote & Summary

Choose your extras

Additional Driver

Carbon Offset

Toddler safety seat 9-18kg, 20lb-40lb (1-3 years)

Baby safety seat 0-13kg, 0-29lb (0-12 months)

Child safety seat 15-30kg, 33lb-66lb (4-7 years)

Navigational system

Options

TOYOTA YARIS or similar Vehicle Details >

Cost AUD 185.69

BOOK NOW

7. Review your booking details.

Quote

Rental Details Available Vehicles Extras Quote & Summary

Driver Details

Driver Name\* [First Name] [Last Name]

Date Of Birth 10 March 1992

Telephone Number\* [Number]

Mobile Number [Number]

Email [Email]

Send copy email to driver? ☐ Yes ☒ No

Alternative Email [Email]

Licence Information [Number]

Type ☒ Personal Address ☐ Professional Address

Address [Address]

City\* [City]

Country [Country]

Post Code [Post Code]

Country: AU - AUSTRALIA

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

Confirm

Start Details Return Details

Date & Time [Date & Time]

Station: MELBOURNE AIRPORT

Station: MELBOURNE AIRPORT

Quote

Charge Type	Units	Rate	Charge	Currency
Driver Charges				
Charge Type	Units	Rate	Charge	Currency
Airport Surcharge	0	0.0	12.17	AUD
Administration Fee	0	0.0	1.47	AUD
Navigational System	3	14.0	42.00	AUD
Cost of Rental (Net)			55.64	AUD
VAT @ 10.0%			5.56	AUD
Total Cost - Guaranteed price			61.20	AUD

Charge Type	Units	Rate	Charge	Currency
Account Charges				
Charge Type <td>Units</td> <td>Rate</td> <td>Charge</td> <td>Currency</td>	Units	Rate	Charge	Currency
Basic Rental	3	49.52	148.56	AUD
Licenses & Fees	3	6.75	20.25	AUD
Cost of Rental (Net)			168.81	AUD
VAT @ 10.0%			16.88	AUD
Total Cost - Guaranteed price			185.69	AUD

CONFIRM >



# Amend Reservation cont'd

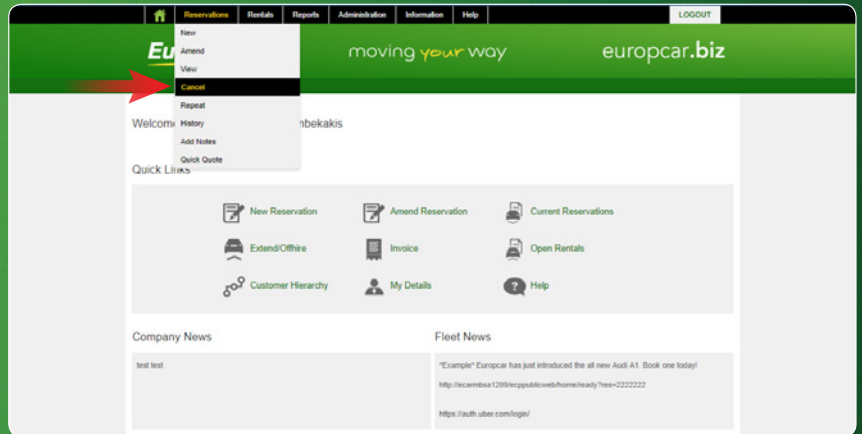
9. Your Reservation Confirmation details will appear and you will also receive an email confirmation. These details can be printed using the "Print" function.

The screenshot displays the Europcar website's reservation confirmation page. The header features the Europcar logo, the tagline 'moving your way', and the website address 'europcar.biz'. The main content area is titled 'Reservation Confirmation' and includes the reservation number '10553485'. It is divided into several sections: 'Status Information' (showing 'Paid'), 'Booking Details' (including reservation number, primary driver, car model 'TOYOTA YARIS', and customer reference '12345'), 'Start Details' (pickup date/time '11 Oct 2018 09:00', station 'MELBOURNE CITY', address '89 FRANKLIN STREET', city 'MELBOURNE', state 'VIC', and telephone number '03 86336000'), and 'Return Details' (return date/time '12 Oct 2018 09:00', station 'MELBOURNE CITY', address '89 FRANKLIN STREET', city 'MELBOURNE', state 'VIC', and telephone number '03 86336000'). At the bottom of the reservation details, there are 'REPEAT' and 'PRINT' buttons. A red arrow points to the 'PRINT' button. The footer contains links for 'About Us', 'Copyright', 'Privacy Policy', 'Terms & Conditions', 'Feedback', and 'Contact us'.

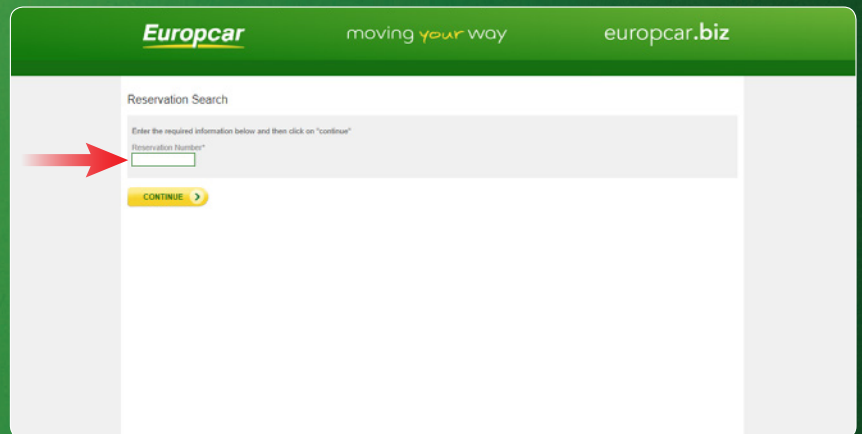


# Cancel Reservation

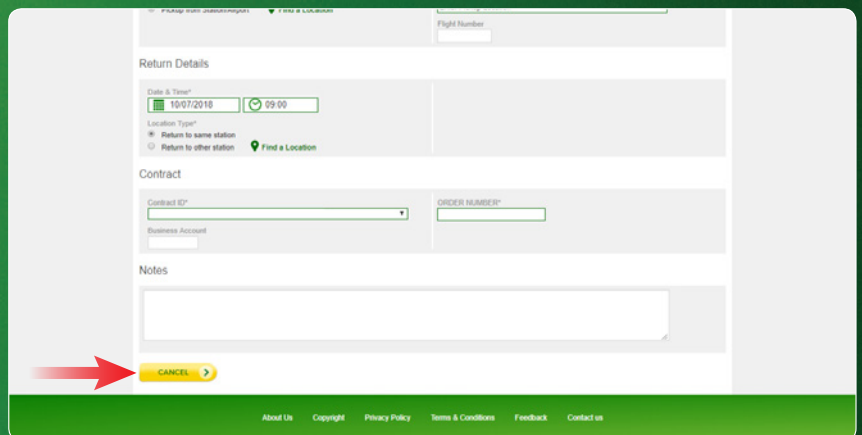
1. Login and click on the “Reservations” drop down tab and click “Cancel”.



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



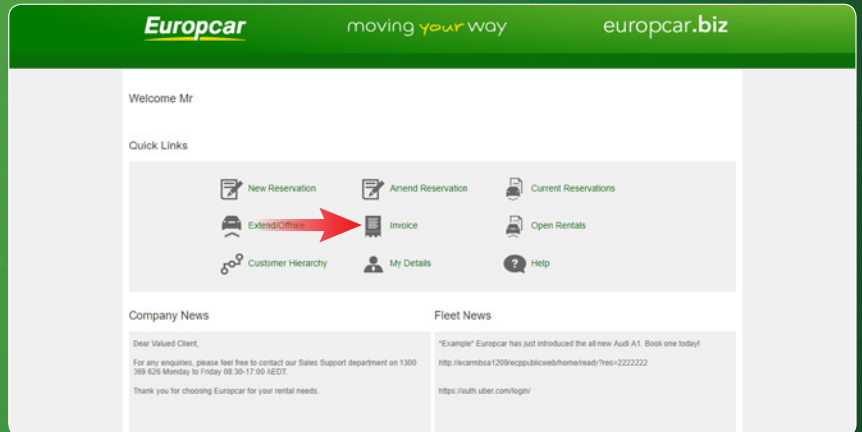
3. Click the “Cancel” button to cancel the reservation.





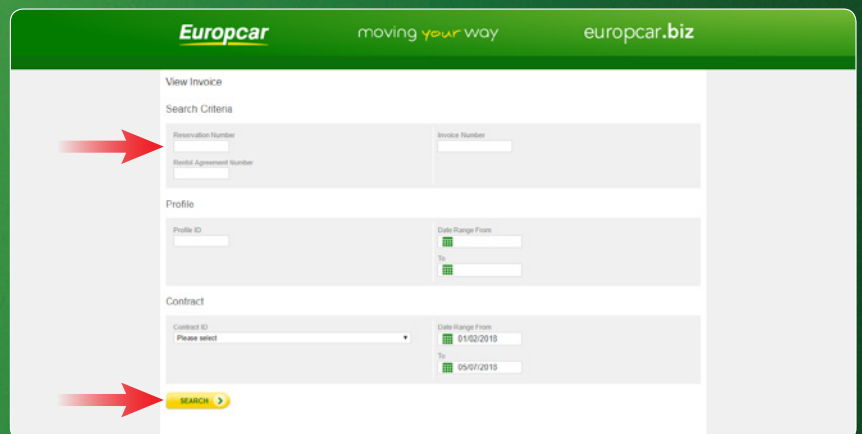
# Invoice - View & Print

1. Login and click on the Invoice icon.

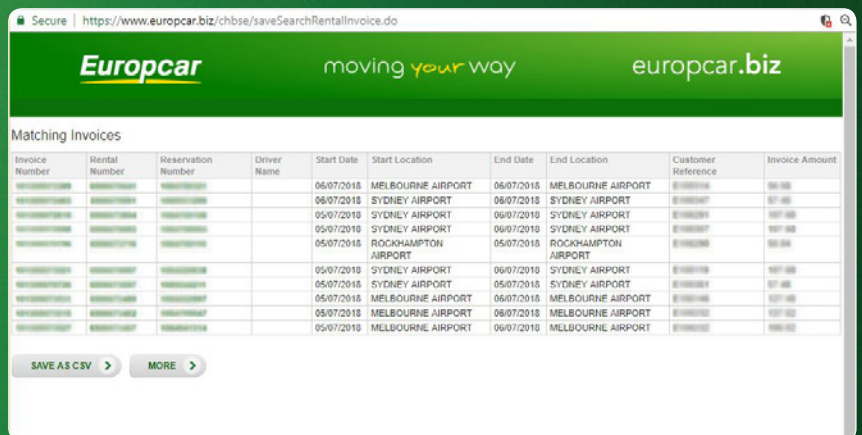


2. Enter **one** of the three search criteria in the appropriate search fields (Reservation number or Rental Agreement number or Invoice number) and click the Search button.

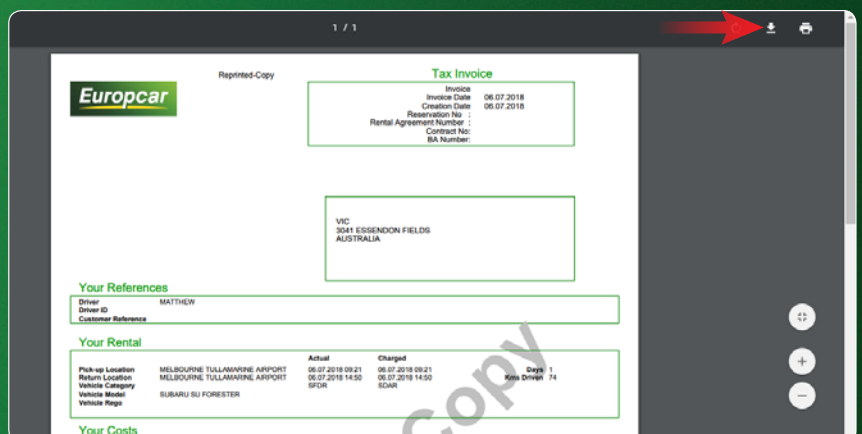
*\*If you do not have any of the above information, you can search for your invoice by using either the Profile or Contract details section.*



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



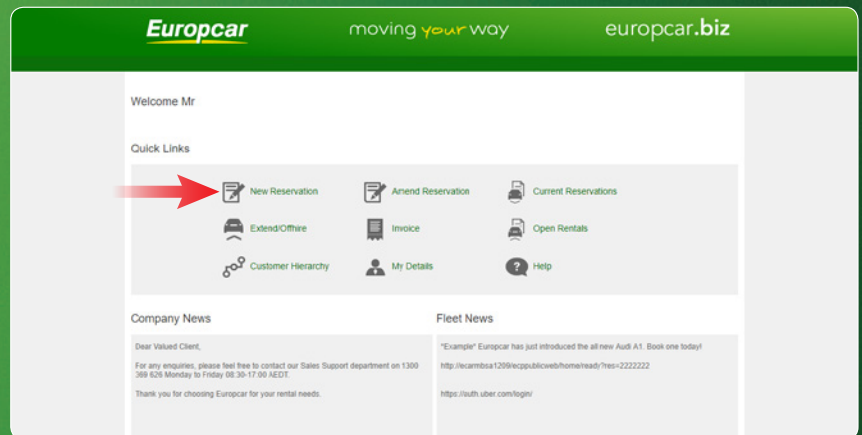
4. The invoice will appear in a new window. The invoice can be downloaded and/or printed via clicking the icons in the top right corner.



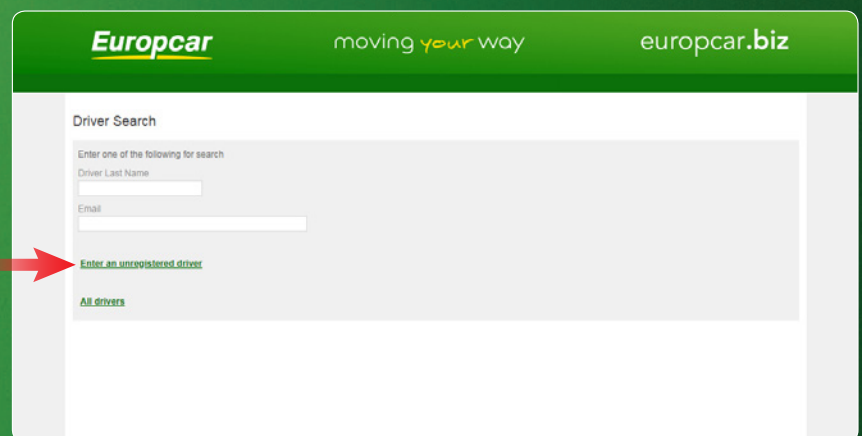


# Unregistered Driver (renters without a profile)

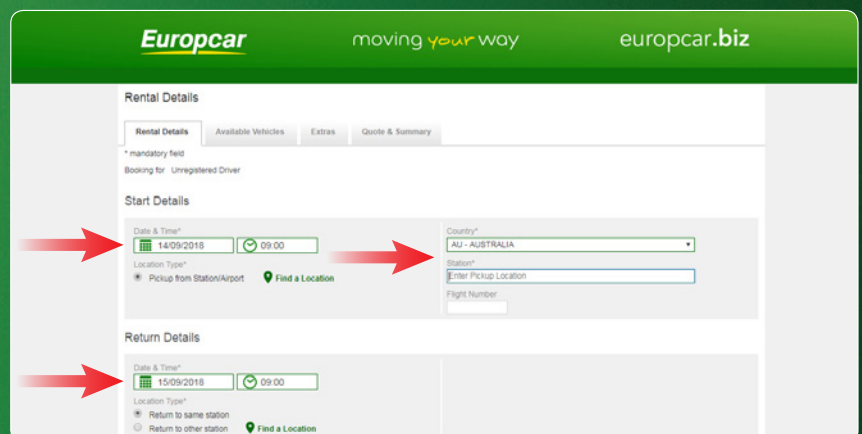
1. Login and click on the 'New Reservation' icon.



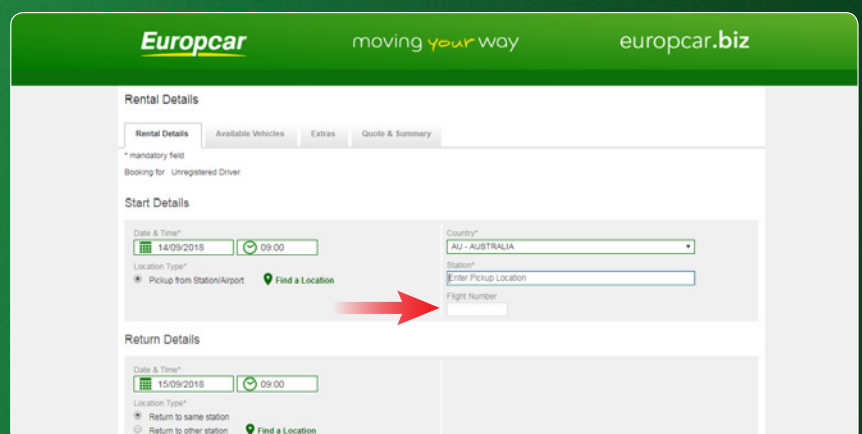
2. Use the search function to locate the driver. If the driver details are registered then the Driver Details screen will appear with the pre-populated driver information. If the driver has not been registered then the user needs to select the 'Enter an unregistered driver' option.



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”.

The screenshot shows the Europcar website's booking form. The 'Return Details' section is highlighted with a red arrow pointing to the 'Date & Time' field, which is set to 10/07/2018 at 09:00. The 'Location Type' is set to 'Return to other station'.

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

The screenshot shows the 'Contract' section of the booking form. A red arrow points to the 'ORDER NUMBER' field, which is currently empty. The 'Contract ID' field is also visible.

8. Click “Continue”.

The screenshot shows the bottom of the booking form. A red arrow points to the 'CONTINUE' button, which is located at the bottom left of the form.

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

The screenshot shows the 'Available Vehicles' section of the Europcar website. A red arrow points to the 'CHOOSE MY OPTIONS' button, which is located below the vehicle image and specifications.



# Unregistered Driver (renters without a profile)

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

Extras

Rental Details Available Vehicles Extras Quote & Summary

Choose your extras

Additional Driver

Carbon Offset

Toddler safety seat 9.18kg, 20lb-40lb (1-3 years)

Baby safety seat 0-13kg, 0-29lb (0-12 months)

Child safety seat 15-30kg, 33lb-66lb (4-7 years)

Navigational system

Options

TOYOTA YARIS or similar  
Vehicle Details >

Cost AUD 185.69

BOOK NOW

**11.** Review your booking details.

Quote

Rental Details Available Vehicles Extras Quote & Summary

Driver Details

Driver Name\*

Date of Birth

Telephone Number\*

Mobile Number

Email

Send copy email to driver?

Yes No

Alternative Email

Licence Information

Number

Type

Personal Address Professional Address

Address

City\*

Country

Post Code

Country

AU - AUSTRALIA

**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.

Payments

Business Account Card Payment

Membership

Program Id Please select

Membership No

Booking Summary

Model

Contract ID

Start Details

Return Details

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

Contract ID

Start Details

Return Details

Station

Date & Time

Station

Date & Time

Quote

Driver Charges

Charge Type	Units	Rate	Charge	Currency
Airport Surcharge	0	0.0	12.17	AUD
Administration Fee	0	0.0	1.47	AUD
Navigational System	3	14.0	42.00	AUD
Cost of Rental (Net)			55.84	AUD
Vat @ 10.0%			5.56	AUD
Total Cost - Guaranteed price			61.20	AUD

Account Charges

Charge Type	Units	Rate	Charge	Currency
Basic Rental	3	49.52	148.56	AUD
Licenses & Fees	3	6.75	20.25	AUD
Cost of Rental (Net)			168.81	AUD
Vat @ 10.0%			16.88	AUD
Total Cost - Guaranteed price			185.69	AUD

CONFIRM



## 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 register 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.

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Quote

Rental Details Available Vehicles Extras **Quote & Summary**

Driver Details

Driver Name\*  
 Enter title First name Last Name

Date Of Birth  
 Day Month Year

Telephone Number\*  
 Mobile Number

Email

Send copy email to driver?  
☐ No ☒ Yes

Alternative Email

Register Driver  
 AU - AUSTRALIA

Type  
☒ Personal Address ☐ Professional Address

Address

City\*

Country

Post Code

Email

Send copy email to driver?

☒ Yes ☐ No

Alternative Email

Register Driver

☒ Yes ☐ No

Can new driver login?

☒ Yes ☐ No

Send login details to driver?

☒ Yes ☐ No

Licence Information

City\*

County

Post Code

Country

AU - AUSTRALIA

Payments

☒ Business Account

☐ Card Payment

Membership

Program Id

Please select

Membership No

Contract ID

Start Details

Return Details

Date & Time

01 Oct 2018 09:00

Station

MELBOURNE CITY

Date & Time

02 Oct 2018 09:00

Station

MELBOURNE CITY

Quote

Account Charges

Charge Type	Units	Rate	Charge	Currency
Basic Rental	1			AUD
Licenses & Fees	1			AUD
Cost of Rental (Net)				AUD
VAT @ 10.0%				AUD
Total Cost - Guaranteed price				AUD

CONFIRM

Status

BOOK

Reservation Number

Primary Owner

Model

ECAR - TOYOTA YARIS or similar

CUSTOMER REF

12345

Start Details

Date & Time

01 Oct 2018 09:00

Station

VELBOURNE CITY

Station Address

19 FRANKLIN STREET

VE: BOURNE

VOD

Telephone Number

Return Details

Date & Time

02 Oct 2018 09:00

Station

VELBOURNE CITY

Station Address

19 FRANKLIN STREET

VE: BOURNE

VOD

Station Telephone

REPEAT >

PRINT >



