

Europcar Business Portal europcar.biz user guide



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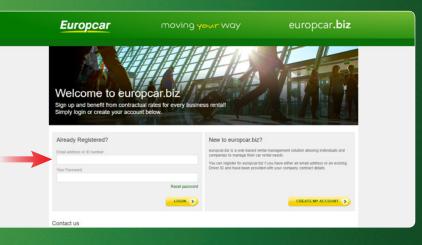


moving your way

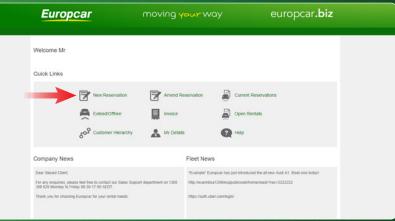


New Reservation

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



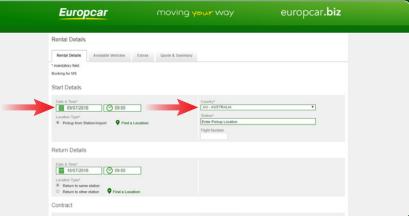
2. Click on New Reservations.



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.

Europcar	moving your way	europcar .biz
Rontal Dotails Rental Details Available Vehicles Extres *-anadatory field Booking for MS Start Dotails	Castle & Summary	
Cuele & Torret* Sector Type* Poly for Station/Apport Find a Location Find a Location	Country* [Adv.AdsTRALIA Entergent Enter Prolog Location Flight Number	•
Return Details	-	
Date 5 Teme* Inter* Image: 09:00 Location Type* Image: 09:00 Image: 09:00 Image: 09		
Contract		

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.

Europcar	moving your way	europcar .biz
Rental Details Rental Details Available Vehicles Extras *mendatory fed Booking for MS Extras	Quote & Sammary	
Start Details Date & Time* ① 00/07/2018 Lacation Type* * Pokog from Station-laport Pind a Location	Country" [All: AGISTRALIA Station" Erner Pichog Location Flight Number	•
Return Details		
Contract		

Pickup from Station/Airport Pind a Location	Enter Pickup Location	
	Flight Number	
Return Details		
Date & Tree* 1007/2018 Location Type* * Return to asher station • Return to other station		
Contract		
Canteact 10* Evalues Account		
Notes		
CONTINUE		
About Us Copyright Priva	acy Policy Terms & Conditions Feedback Contact us	

8. Click "Continue".

	# Pickup from Staten/Auport ✔ Find a Location	Erner Prong Location Flight Number	
	Return Details		
	Date & Tener" Image: 10x07/2018 Location Type" Return to same station Return to other station		
	Contract		
	Contract ID*	ORDER NUMBER*	
	Notes		
\rightarrow	CONTINUE 3		
	About Us Copyright Privacy	Policy Terms & Conditions Feedback Contact us	

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".





Europcar

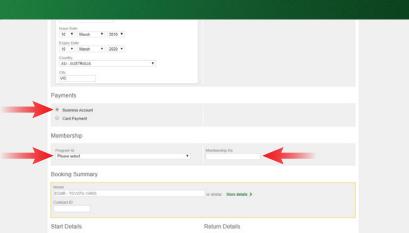
11. Review your booking details.

Quote Rental Details Available Vehicles Extras Quote & Summary Driver Details Driver Name* Type Personal Address O Professional Address Date Of Birth 10 • March * \$992 * Telephone Number* bile Number OBy* Email australia Send copy email to driv Ves ® No Post Cod 3046 Alternative Email AU - AUSTRALIA Licence Information 0

europcar.biz

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.

Date & Time
Station Station
MELBOURNE AIRPORT 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 49.52 148.58 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) 168.61 AUD
Cost of Rental (Net) 55.64 AUD VAT @ 10.0% 16.85 AUD
VAT @ 10.0% 5.56 AUD Total Cost - Guaranteed price 105.69 AUD
Total Cost - Guaranteed price 61.20 AUD

14. Your ReservationConfirmation details will appear and you will alsoreceive an email confirmation.These details can be printed using the "Print" function.

Europcar	moving your way	europcar .biz
Reservation Confirmation Your Reservation Number is 105434885		
Status Information		
Status 3040		
Booking Details		
Reservation Number Primary Dive Mit Mode COM1-101/01A-104R0 er winder	CUISTOMER REF 12345	
Start Details	Return Details	
Cale & Time 41 Oct 2018 09 80	Date & Time 02 Oct 2018 39 00	
Station MELBOURNE CITY	Station MELROUPNE CITY	
Station Address 19 FRANKLIN STREET	Station Address 89 PRAAROJN STREET	
MELBOURNE	MELBOURNE	
1000	3000	
Telephone Number 43 06339000	Station Telephone 03 06330000	
REPEAT 3 PRINT 3		
About Us Cop	yright Privacy Pulicy Terms & Conditions Feedback	Conduct us

Amend Reservation

1. Login and click on Amend Reservations icon.

Europcar	moving your wa	y europcar .biz
Welcome Mr		
Quick Links		
New Reservation	Amend Reservation	Current Reservations
Extend/Offnire	Invoice	Open Rentals
6 Customer Hierarchy	My Details	Retp
Company News	Fleet News	
Dear Valued Client,	"Example" Europ	car has just introduced the all new Audi A1. Book one todayl
For any enquiries, please feel free to contact our Sales Suppo 369 626 Monday to Friday 08:30-17:00 AEDT.	ort department on 1300 http://ecarmbsa12	209/ecppublicweb/home/ready?tres=2222222
Thank you for choosing Europcar for your rental needs.	https://auth.uber.	com/login/

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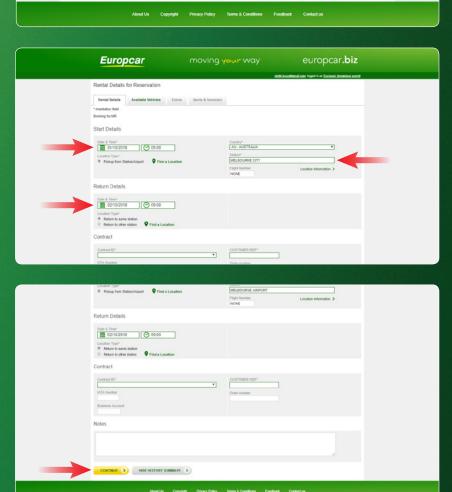
Europcar

Reservation Search Enter the required information Reservation Number* LOGOUT

europcar.biz

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

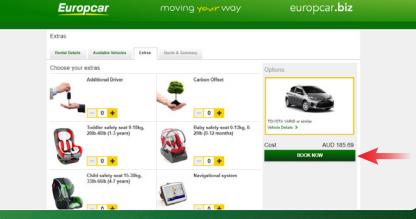
5. Vehicle Selection - Select your vehicle from the list by scrolling down and clicking the "Choose my options" button below the selected vehicle image (you must always re-select your vehicle).

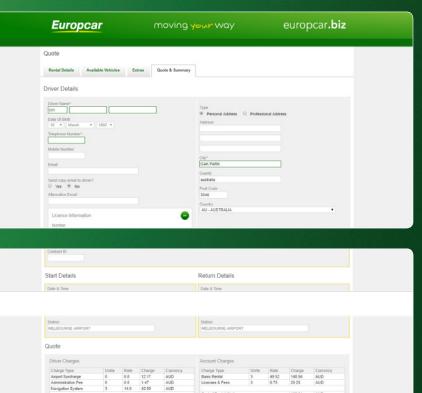
6. Choose any optional extras to be included in your booking and press "Book Now".

7. Review your booking details.

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







VAT @ 10.0%

55.64 5.56 AUD

K M

165.61 AUD 16.85 AUD 105.69 AUD

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.

Europcar	moving your way	europcar .biz
Reservation Confirmation Your Reservation Number in 1005/34805 Status Information		
Status Sout		
Booking Details		
Reservation Number Primary Driver Mill Model CCMR-150Y0TA 1947B or service	CUSTOMER REF 12246	
Start Details	Return Details	
Cole & Time 41 04 2010 09 09 Station MELEOURNE CITY Billion Address 10 FRANKLIN STREET	Date & Tene 02 Col 2018 39 80 Station MELBOURDEL CITY Station Address 04 FRAMELIA STREET	
MELEOURAE 3000 Titlephone Number 43.6530000	MELBOURNE 5000 Station Telephone 05 Bizzado	
REPLAT > PRINT >		

Cancel Reservation

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

ff Reservation	n Rentals R	eports Administration	Information	Help	LOGOUT
EU Arrend Vev Canad		mov	ing you	rway	europcar .biz
Repeat Welcomi History Add Notes Quick Lines		nbekakis			
	New Reserve	•	Amend Reserva Invoice My Details	ition	Current Reservations
Company News			"Ex Hilp		ir has just introduced the all new Audi A1. Book one today! Streppublicwebhome.tready?ves-2222222 mologay

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

3. Click the "Cancel" button to cancel the reservation.

	Europcar	moving your way	europcar .biz	
	Reservation Search			
\rightarrow	Enter the required information below and then click on "cont Reservation Number"	inus"		
	CONTINUE			

			Flight Number			
Return Details						
Location Type*	Find a Location					
Contract						
Contract ID*		•	ORDER NUMBER*			
Notes						
CANCEL >						
	About Us Copyright	Privacy Policy	Terms & Conditions	Feedback	Contact us	

Invoice - View & Print

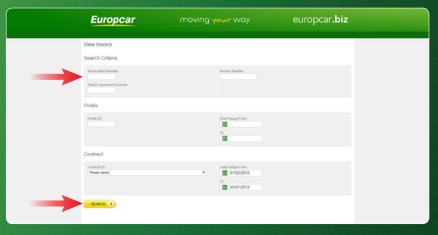
1. Login and click on the Invoice icon.



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.

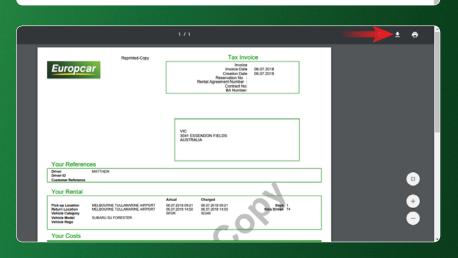
*If you do not have any of the above information, you can search for your invoice by using either the Profile or Contract details section.

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.

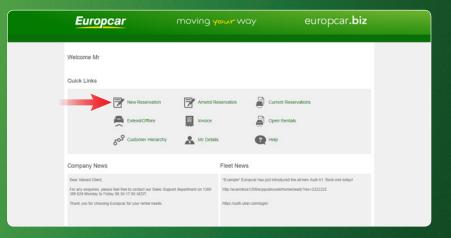


	Europ	ocar		mov	ving your w	vay	eu	ropcar.	biz
Matching In	voices								
Invoice Number	Rental Number	Reservation Number	Driver Name	Start Date	Start Location	End Date	End Location	Customer Reference	Invoice Amoun
-	enter team	NAME AND ADDRESS OF		06/07/2018	MELBOURNE AIRPORT	06/07/2018	MELBOURNE AIRPORT	Emilia	26.98
ADDRESS OF TAXABLE	distant lines	And a local division of the local division o		06/07/2018	SYDNEY AIRPORT	06/07/2018	SYDNEY AIRPORT	E108047	\$7.48
101000-00-0	0000072004	COLUMN TWO IS NOT		05/07/2018	SYDNEY AIRPORT	06/07/2018	SYDNEY AIRPORT	E108294	107.08
-	And in case of the local division of the loc	COLUMN TWO IS NOT		05/07/2018	SYDNEY AIRPORT	06/07/2018	SYDNEY AIRPORT	E THEORY	107.68
-	animality of the			05/07/2018	ROCKHAMPTON	05/07/2018	ROCKHAMPTON	Existing	50.04
No. of Concession, Name	CONTRACTOR OF	1004030838		05/07/2018	SYDNEY AIRPORT	06/07/2018	SYDNEY AIRPORT	E-100-10	107.68
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NAME OF TAXABLE PARTY.	*****	CONTRACTOR OF		05/07/2018	MELBOURNE AIRPORT	06/07/2018	MELBOURNE AIRPORT	E-HEHRIG	127.48
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Manufacture of the local division of the loc	COMPANY	HORAGATONA		05/07/2018	MELBOURNE AIRPORT	06/07/2018	MELBOURNE AIRPORT	ground the	100.02

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.



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.

Europcar	moving your way	europcar .biz
Driver Search		_
Enter one of the following for search Oriver Last Name Email		
Enter an unrepistered driver All drivers		

Europcar	moving your way	europcar .biz
Rental Details Rental Details Available Vehicles Extras * nandatory fed Booking for Unregistered Driver Start Details Start Details Date & Time* © 00.00 Location Type* * Rocus fors StationVeport If ind a Location	Country Country Country Automatic Country Automatic Country Automatic Country Automatic Country Automatic Country Informatic Country Figure Number Figure Number	
Return Details Date & Time* 11504/2018 Location Type* * Return to other station Return to other station		

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

Europcar	moving your way	europcar .biz
Rental Details Rental Details Available Vehicles Extras *anacetory Net Boorup for Unrepathend Driver Start Details	Quote & Summary	
Location Type* Control Type* Find a Location Find a Find a Location Find a Location Find a Location Fi	Country" AJ - AUSTRALIA Interno" Enter Pichap Location Flight Number	•
Return Details Late & Time* T509/2016 Or 99 00 Location Fipe* Return to same station		

Europcar

Rental Details Available Vehicles Extras Quote & Summary

09/07/2018 09:00

Eccation Type*
 Pickup from Station/Airport
 Pind a Loca

Date 5 Teme*

10/07/2018

Cocation Type*

Return to same station

Return to other station

Return to other station

* Pickup from Station/Airport Find a Locat

Date 5 Time"

 Intro 7/2018
 Intro 7/2018

 Location Type*
 Intro 7/2018

 Internet Return to same station
 Intro 7/2018

 Internet Return to same station
 Internet Return to same station

Rental Details

* mandatory field Booking for MS

Start Details

Return Details

Contract

Return Details

Contract

Notes

moving your way

AU - AUSTRALIA

Enter Pickup Location

Enter Pickup Location

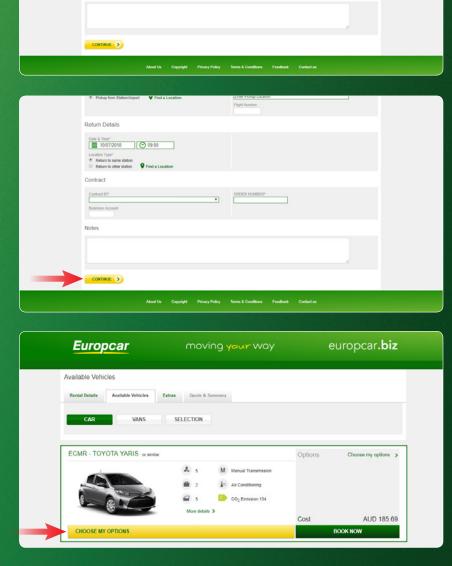
ORDER NU

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.

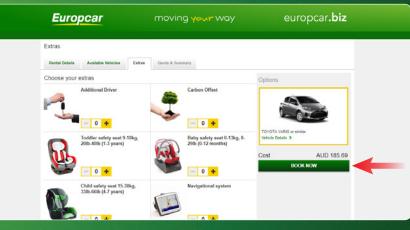


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10. Choose any optional extras to be included in your booking and press "Book Now".



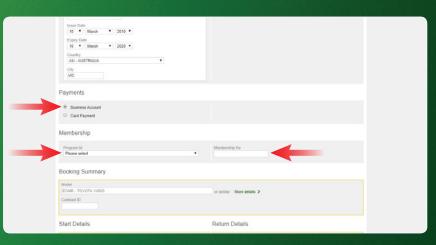
11. Review your booking details.

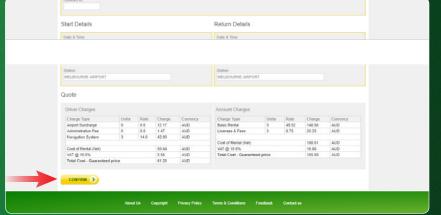


12. Ensure you have selected the appropriate method of payment.

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.





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.

Europcar	moving your way	europcar .biz
Quote		
Rental Details Available Vehicles	Extras Quote & Summary	
Driver Details		
Oriver Name* Enter title First name Last Name	Туре	
Date Of Birth Day Month Year	Personal Address Profer Address	ssional Address
Telephone Number*		
Mobile Number	Ch/	
Email	County	
Send copy email to driver?	Post Code	
Alternative Email	Country	
Register Driver	AU - AUSTRALIA	•
Email	City*	
Send copy email to driver?	County	
Yes No Alternative Email	Post Code	
Register Driver	Country AU - AUSTRALIA	
Can new driver login?		
Yes No Send login details to driver?		
Yes No Licence Information	0	
	•	
Payments		
Business Account Card Payment		
Membership		
Program Id	Membership No	
Please select	The second	
Printed Servers		
Prease select		
Contract ID	•	
Coverant ID Start Details Date & Time	• Return Details Date & Time	
Contract ID Start Details Date & Time Of Cot 2016 06 00 Station	• Return Details Data 1799 Data 1999 00 Sators Sators	
Contract ID Start Details Date & Time 01 Oct 201 09:00	• Return Details Date a Time OC DOI: 2010 09:00	
Contract ID Start Details Date & Time () Cric 2018 09 00 Station Station	• Return Details Data 1799 Data 1999 00 Sators Sators	
Contract ID Start Details Date & Time D1 Oct 2018 00:00 MELBOURNE OTV Cuote Account Charges Conarge Space Uses Rate	• Return Details Data 1799 Data 1999 00 Sators Sators	
Contract ID Contract ID Start Details Date & Time D1 Oct 2018 09 00 Staten WELBOURDE CITY Cuole Account Charges	• Return Details Date a Time Date a Time Station MeLBOURNE OTY	
Contract IID Start Details Date & Time of 1 of 2 2016 00 00 Station MELBOURNE CITY Cuote Account Charges Charge Type Units Rate Date Renati 1 Uccenses Frees 1 Control Renati Neo) Control Renati Neo)	Change Carrency AUD AUD AUD	
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Contract ID Start Details Date & Time Di Oct 2015 05 05 00 Date Mitt BOURNE CITY Count Charges Count Charges Coard Revail (Nei) Vat (§) 100% Total Cost - Guaranteed price	Charge Currinecy ALD ALD ALD ALD	Contact us
Contract ID Start Details Date & Time 01 Oct 3018 08 08 Base MELBOURNE CITY Cutote Account Charges Cott of Rental (Net) Var (g. 10.0% Total Cott - Guaranteed price	Charge Currinecy ALD ALD ALD ALD	Contact us
Contrast D Start Details Date A Time Difference Di	Charge Currinecy ALD ALD ALD ALD	Contact as
Contract ID Start Details Data Time Oricl 2016 00 00 Station Data Time Oricl 2016 00 00 Station Control Charges Control Faces (Net) Control Faces (Net) Control Faces (Net) Control Faces (Net) Table (Control Control Faces Control Faces (Net) Control Faces Control Faces Contr	Charge Currinecy ALD ALD ALD ALD	Contact us
Contract ID Start Details Deta 5 Tim Di Ca 2019 00 00 Salor MELBOURNE CITY DUBU MELBOURNE CITY DUBU DUBU COST Tata Cont Changes Cost of Rental (Vel) Var (B 100) Tata Cont - Constanted priot COST	Change Currinory ALD Data Time Station Station With BOURDE CITY Station	Contact on
Contract ID Start Details Date: Time Oritica 2019 00 00: Date: Date: Time Date: Time Date: Time Control Charges Control Farers (Net) Control Farers (Net) Total Cont - Guaranteed price Control Control Co	Charge Currency AUD Balton ML BOURNE CITY	Contact us
Contract 10 Start Details Date: & Time Direct: 2018 00:00 Direct: 2018 00:00 Direct: 2018 00:00 MELBOURNE CITY Cucte Account Charges Charge Type Date: Read 10:00 Cucte Cuct	Change Currinory ALD Data Time Station Station With BOURDE CITY Station	Contact us
Contrast 10 Start Details Diate A Time Di Cit 2018 00 00 Diate Station MiLBOURNEL CITY Cuote Account Charges Cost of Rental (Net) Virg 10 0% Virg 10 0%	Control Return Details Data Train Control Control State Control State	Contact on
Contract ID Start Details Data A Time UT CAL 2018 00.0 Stain WILBOURNEL CITY Count MILBOURNEL CITY Count Charges Count Charge	Currency Baton AuD Baton Baton Baton Baton Baton Baton Baton Baton Baton	Contact us
Contract ID Start Details Date & Time 0 1 01 2016 00 00 MELBOURNE COTY Cuote Account Charges Date of Renate (Nei) Wit (g) 10 % Telat Cot of Renate price Contract (Nei) Contract (Nei) Contract (Nei) Contract (Nei) Cot (Renate price) Contract (Nei) Contract		Contact on

