



FREQUENTLY ASKED QUESTIONS

ABOUT THE BATES COLLEGE CAR RENTAL PROGRAM WITH
NATIONAL CAR RENTAL AND THE EMERALD CLUB

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 – free 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: Just click on the link below to access the custom web enrollment site for Bates College. You can complete your enrollment online and immediately receive your new Emerald Club number. Once you complete the enrollment, you may immediately start renting and taking advantage of the many benefits of the Emerald Club. Please be sure to update your Bates College travel profile with your Emerald Club member number.



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

A: First, review the information provided on the Bates College Advantage Website under HR Benefits. 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 your corporate travel company.

To add the Bates College 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.
 - ◆ **The Bates College contract I.D. Number is XZ10115**

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 Bates College 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. At time of rental, your membership will be validated by presenting 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 Bates College?

A: The National Car Rental system will identify you as a Bates College employee each time you book a reservation or rent using your Emerald Club number. The Bates College Contract I.D. number XZ10115 on your profile will make sure that you are identified as a Bates College traveler and guarantees that you receive the appropriate rates and benefits.

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

A: Yes! Your Emerald Club membership is valid for all of your rentals with National whether for business or personal use.

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.

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



FREQUENTLY ASKED QUESTIONS

ABOUT THE BATES COLLEGE CAR RENTAL PROGRAM WITH ENTERPRISE RENT-A CAR® AND THE ENTERPRISE PLUS PROGRAM

Q. What is Enterprise Plus?

A. Enterprise Plus is a renter recognition program that allows travelers to build their profile on-line to speed up the reservation and rental process. This is not a counter-bypass program for airport transactions.

Q. Is there a cost to join Enterprise Plus?

A. No. It is a free program.

Q. What are the benefits of membership?

A. With Enterprise Plus, 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
- Special offers when you subscribe to Email Extras

Q. How do I enroll in Enterprise Plus?

A. Joining Enterprise Plus is easy; the registration page takes only a minute to complete and already has your account # and PIN # pre-populated. Just follow these easy steps:

- Step 1: Go to https://www.enterprise.com/car_rental/deeplinkmap.do?bid=044&cust=XZ10115
- Step 2: Complete the form and click on "submit".
- Step 3: Print off the Welcome page that displays the temporary Enterprise Plus card and unique member number. You will receive your permanent member card within 4 – 6 weeks.

Q. My company has the need for monthly rentals, how should these be handled?

A. Enterprise Rent-A-Car offers the Month-or-More® Rental Plan for rentals of 2 to 11 months. This plan offers up to \$75 off per month. Additionally, there is no charge for a qualified additional driver, and you get 24-hour roadside assistance.

Q. What vehicle classes does the Month-or-More Rental Plan include?

A. The Month-or-More Rental Plan is available on all vehicle classes and at any North American rental location.

Q. How do I reserve a vehicle with the Month-or-More Rental Plan?

A. You can reserve by contacting the Enterprise near you or by calling 800-209-3602.

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 20% on business travel by car by outsourcing with Enterprise. With Enterprise, your company can lower your cost per mile and reduce liability. Ask your business rental sales executive for 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. For personal rentals, please use account # **L10D118**. The rates associated with the corporate program can be used on personal rentals; however 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.