

Enterprise and National Frequently Asked Questions

Enterprise Rent-A-Car and National Car Rental have been selected to provide car rental services for **American College of Correctional Physicians** business travelers. Our program allows travelers to rent at both brands under one Account Number and one loyalty program. Renters will receive the benefits of both brands, such as complimentary Emerald Club membership and Enterprise's *We'll Pick You Up* program.

Enter **Account Number XZ10T63** on either brand's website to receive all the terms and conditions of the **American College of Correctional Physicians** contract.

Make a Reservation
with Enterprise

Enroll in
Emerald Club

Make a Reservation
with National

What are the advantages of Enterprise?

- Enterprise Rent-A-Car provides a vast network of more than 5,500 neighborhood locations in North America to service off-airport needs.
- Free customer pickup and drop-off within local branch area with a 24-hour advance notice. Normal restrictions apply.
- Recognition — Emerald Club members are recognized at most U.S. Enterprise locations, and earn points toward free rental days.

What are the advantages of National?

- Complimentary membership in Emerald Club.
- Counter bypass and car choice with Emerald Aisle service.
- Members-only counters with pre-printed rental agreements.
- Rewards — free rental credits.
- Access to an exclusive Member Services hotline.
- Special offers and travel discounts.

How should a renter choose between brands?

- Use the Enterprise brand when renting off-airport or at suburban locations.
- Use the National brand when renting at the airport.

What is the Emerald Club?

- Emerald Club is the loyalty program of National, providing members with exclusive benefits and privileges to make renting faster and easier.
- At most major North American airport locations, members with a midsize car reservation can bypass the rental counter and proceed to the Emerald Club Aisle. There they may simply take any vehicle — midsize or larger.
- Regardless of the vehicle selected, a member pays only the midsize rate.
- Emerald Club allows members to accrue free rental days.

How can a renter learn how to use the Emerald Aisle?



Take a tour of the Emerald Aisle!

Can a renter match status with other loyalty programs?

<ul style="list-style-type: none"> • Yes. We award equivalent Emerald Club status to competitor loyalty programs. Enrollment and status matching are completed during the implementation process. • For more information on status match, please contact your Travel Manager. 	Emerald Club Membership Tier	Competitor Tier
	Emerald Club	Hertz Gold Avis Preferred
	Emerald Club <i>Executive</i>	Five Star Hertz Gold Avis Preferred Plus
	<i>Executive Elite</i>	Hertz President's Circle Avis President's Club

What is the National Car Rental App?

- The National Car Rental mobile app caters to all travelers, with additional features for Emerald Club members.
- The app features a Trip Tracker, which detects where in the rental cycle the member is and provides timely actions at each stage, from booking to returning the car.
- Make and search for reservations, and review location information. The app notification system will also provide alerts concerning upcoming trips.
- App technology expands Emerald Aisle service to our non-aisle stores through the Virtual Aisle feature.
- Available for both Android and iOS.

How does a renter download the National Car Rental App?

- Download the complimentary app at: mobileapp.nationalcar.com.

Can a renter book personal travel with their Emerald Club Membership?

- Emerald Club membership is valid for all rentals with National whether for business or personal use.
- Personal rentals do not include coverage (Damage Waiver and liability protection).
- When making a personal reservation you must provide your personal credit card for payment.
- Be sure to reference **Account Number XZ10T63 for leisure and personal rentals.**

In what other circumstances would a renter choose to rent at Enterprise?

- Long-term rentals.
- Off-airport rentals.
- Specialty vehicles such as cargo vans, convertibles, and more.
- Also available at most major airports.

What is Enterprise and National’s refueling policy?

Enterprise

- Many Enterprise locations are off-airport and typically do not have fuel stations on site.
- To avoid any additional fuel charges, return the vehicle with the same level of fuel received at the time of rental.
- Vehicles are usually provided with a minimum half-tank of fuel.

National

- A full tank of gas will be available for purchase, giving you the ability to return the vehicle with the tank empty.
- You may also choose to replace the fuel used before returning.
- Vehicles are provided with a full tank of fuel.

How does a renter earn Emerald Club rewards at Enterprise?

- Enter member’s Emerald Club number as the loyalty number for Enterprise.
- Members of Emerald Club enjoy faster reservations, quicker rentals, and member discounts at Enterprise.
- Earn rental credits toward higher status and free rental days.
- At this time, any free rental days earned must be redeemed at a National location.

Enterprise Contact Information

- Enterprise Customer Service: **800-264-6350**
- Enterprise General Reservations: **1-855-266-9289**

National Contact Information

- National Customer Service: **800-227-7368**
- National General Reservations: **844-382-6875**

- Emerald Club Member Services: **800-962-7070**
- Monday through Friday, 9 a.m. to 6 p.m. EST

**Enterprise:
Total Transportation Solution**



**National:
Premium On-Airport Solution**

For other questions, travelers should contact their in-house travel administrator.

**24/7 Roadside Assistance
800-367-6767**