

MICHIGAN STATE  
UNIVERSITY

## *Travel Arrangers Open House*



**Presented By:**

*Sheila Rafferty*

### *Agenda*



- ▶ **What's New at National**
  - ▶ **National and Enterprise as sister companies**
  - ▶ **Toll Pass Solution**
  - ▶ **Green Initiatives**
- ▶ **Reporting an Accident or Vehicle Damage**
- ▶ **MSU Customized Microsite**
- ▶ **Emerald Club**
- ▶ **Why National**

*National Becomes a Taylor-owned Company*



- ▶ **Enterprise owners purchased Vanguard August 1, 2007**
- ▶ **National and Alamo continue to operate as independent subsidiaries.**
- ▶ **Combines the expertise of 2 leading car rental companies to provide the best offering in the marketplace.**

*Brand Strength*



- ▶ On-Airport, Business Traveler Focus, Speed, Choice



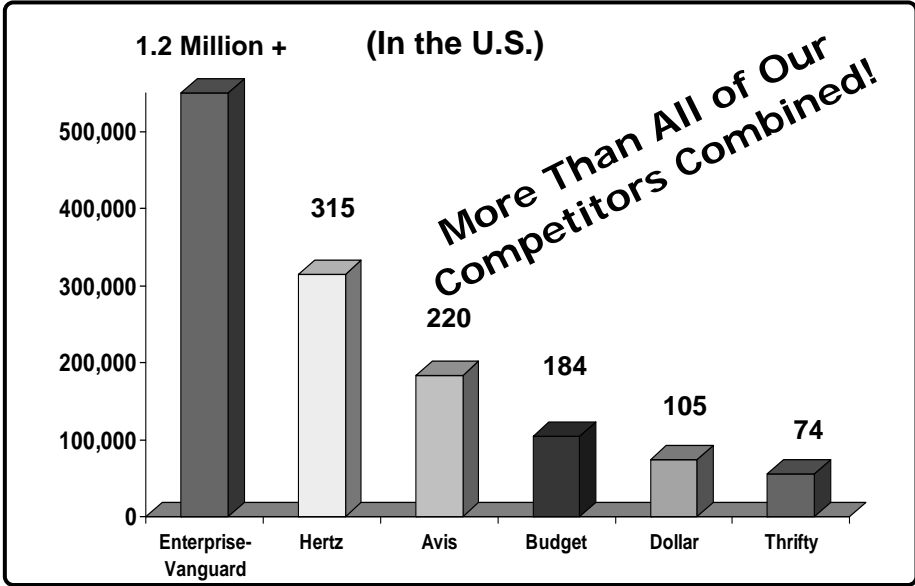
- ▶ Non-Airport Rental Needs, Delivery/Pick Up



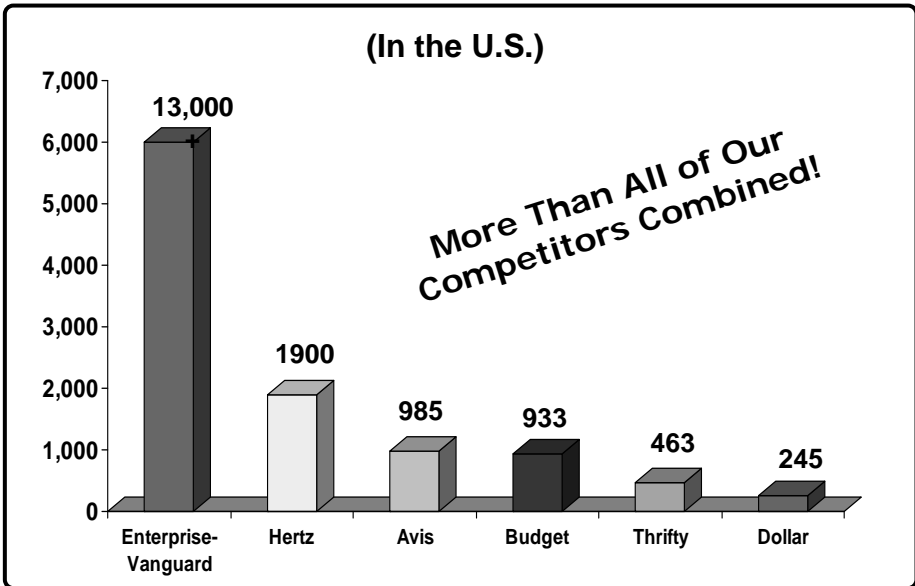
- ▶ Strengthen International Presence

*Total Solution Provider*

Combined Fleet



Locations



## **Toll Pass Solution**



### **Toll-Pass Pilot Program**



Z Pass toll pass device offered for use in: Delaware, Illinois, Indiana, Maine, Maryland, Massachusetts, Virginia, West Virginia, New Hampshire, New Jersey, New York, and Pennsylvania.

▶ **Product Information**

\$2.50/day  
Can be used on One Way rentals  
Replacement cost is \$25  
Bookable through Reservations and [nationalcar.com](http://nationalcar.com)



▶ **Payment/Billing**

Toll charges incurred during the rental will be charged to the customer's credit card by HTA as a separate charge on their credit card statement. Customers can also sign up to receive an automatic email receipt from HTA for subsequent rentals.

All National customers will have access to:

Website: [www.hta.com/national](http://www.hta.com/national) to view detail and summary of their

## Green Initiatives



### Comprehensive Environmental Platform

#### Sustaining our Business, Sustaining our World

► We have more than 4,000 models of Toyota Prius and Camry Hybrids on the road, ready for travelers to rent.

Combined Fleet Enterprise Rent-A-Car and National Car Rental			
	Enterprise	National	Total
Hybrids	3,000	1,025	4,025
FlexFuel	59,200	13,800	73,000

► National and Enterprise have the world's largest fleet of *FlexFuel* vehicles — 73,000 cars and trucks that have the ability to burn E85 which can reduce greenhouse-gas emissions by up to 20 percent.

► We offer customers the opportunity to benefit the environment by offsetting the carbon dioxide (CO<sub>2</sub>) emissions generated by an average rental car operating in our fleet.

► In several major metropolitan areas, Enterprise offers environmentally friendly hourly vehicle rentals; a solution many urban residents are seeking in order to address concerns resulting from the use of vehicles in densely populated areas.

► National and Enterprise have made great strides in ensuring that the majority of the fleet is over 50% SmartWay™ certified.

# ***Accident Procedures***



## *Focus On Accident Reporting*



- ▶ All travelers must complete an accident report by calling the toll-free number provided at the time of rental
- ▶ A report must be completed regardless of:
  - ▶ who is responsible for damages
  - ▶ which party is at fault
  - ▶ whether coverage has been purchased at the counter or included within the corporate agreement
- ▶ Police report must be provided to National

# One Stop Shopping for MSU Travelers



Splash Page



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Welcome, this site is especially designed for you as part of the Big Ten Conference.

Please bookmark this page and add it to your favorites.

- Michigan State University
- Enroll in National Car Rental's Emerald Club program online.
- Take advantage of special coupon offers available to the Big Ten Conference.
- Reserve your car below.
- View your [Program Summary](#).

#### Coupons

[\\$15 Off Weekly Coupon](#)

[2 Car Class Upgrade Coupon](#)



## Program Summary



QUICKEST WAY TO RENT  
FROM NATIONAL

Corporate Travel | Travel Partners | Travel Agents | Company Info | Contacts | FAQs  
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### BIG TEN CONFERENCE PROGRAM SUMMARY



MICHIGAN STATE UNIVERSITY Discount  
Contract ID#: 5001514  
Effective through: July 31, 2009



CAR TYPE	Domestic U.S. Rates (Effective 8/1/08 through 7/31/09)		
	DAILY	WEEKLY	MONTHLY
Economy	\$37.50	\$225.00	\$900.00
Compact	\$38.50	\$231.00	\$924.00
Midsize	\$39.50	\$237.00	\$948.00
Fullsize 2 DR	\$42.50	\$252.00	\$1,020.00
Fullsize 4 DR	\$43.50	\$258.00	\$1,044.00
Premium	\$51.50	\$309.00	\$1,236.00
Luxury	\$58.50	\$351.00	\$1,404.00
Minivan	\$69.50	\$417.00	\$1,668.00

\*\*\* National will reduce all Contract Local Rates by \$2.00 per day when a reservation is received by National via National's Internet booking engine (Nationalcar.com) and a MICHIGAN STATE UNIVERSITY Contract ID or a MICHIGAN STATE UNIVERSITY Eligible Renter's Emerald Club ID number containing a MICHIGAN STATE UNIVERSITY contract ID, is attached to the reservation.

## Program Summary (Continued)



#### AREA DIFFERENTIALS

Locations as noted below, including their airport, downtown, suburban and sub-locations, will assess an additional fee for each rental day:

\$3.00	Chicago, Cincinnati, Cleveland, Dallas, Denver, Detroit, Houston, Kansas City, New Orleans and Portland, OR
\$5.00	Baltimore, Hartford, Pittsburgh, and Washington DC
\$10.00	Boston, Philadelphia and Puerto Rico
\$18.00	Newark and NY, NJ & CT Metro Area
\$21.00	*New York Airports (JFK, LGA) and Manhattan

#### TERMS AND CONDITIONS

**ONE DAY RENTAL:** A \$3 surcharge will apply to the Daily Rate for all one day rentals commencing on a Tuesday or a Wednesday.

**MILEAGE:** Includes UNLIMITED free mileage (EXCEPTION: Van rate includes 150 miles/day, \$25/week, then \$30/mile). Unlimited Mileage One way rates for car classes Economy through Fullsize are charged \$79.00 per day. (Area differentials will apply.) Cars larger than Fullsize are charged the Local Daily Rate plus \$3.00 per mile from mile one. Some promotional and one way rates may include a mileage cap.

**DISCOUNT:** In the United States, MICHIGAN STATE UNIVERSITY eligible renters are entitled to a maximum discount of up to 10 percent (10%) which will be applied to the daily, weekend, weekly, monthly and holiday promotional rates as they exist at the time of reservation. Such promotional rate discounts are not applied to the rates listed above.

**COVERAGE:** Free Loss Damage Waiver and automobile liability of \$100,000, \$300,000, \$25,000 is included regardless of rate selected.

**ELIGIBLE RENTERS:** Eligible Renters are defined as the members:

- Faculty, staff, and retirees
- Spouse and children, over the age of 21 (permanently living in the same household) of Faculty, staff, and retiree. This includes spouse regardless of whether he/she has the same last name, common law spouse and same gender domestic partners
- Consultants and Contractors on business rentals whose car rental expenses are reimbursed or otherwise paid for by the university
- Graduate Students on business rentals

**AGE REQUIREMENTS:** Minimum renting age is 21 at no additional charge.

**BLACKOUTS:** \*Rates are blacked out on the weekends in New York.

**OTHER:** Program benefits apply to business and personal rentals

Best rate at time of reservation is guaranteed.

Reservations must be properly identified with Contract ID number to receive contract benefits.

## Program Summary (Continued)



### SPECIAL CITY PAIRS

The following rates include unlimited mileage for rentals in the cities listed below

CITY PAIRS	CAR TYPE	DAILY
Lansing to/from Detroit	Economy, Compact, Midsize, Fullsize	\$41.00
Lansing to/from Grand Rapids	Economy, Compact, Midsize, Fullsize	\$41.00
Milwaukee to/from Madison	Economy, Compact, Midsize	\$45.00
Milwaukee to/from Madison	Full-size	\$47.00
Champaign to/from Chicago	Economy, Compact, Midsize, Fullsize	\$57.00
Cedar Rapids to/from Moline	Economy, Compact, Midsize, Fullsize	\$57.00
Chicago to/from Madison	Economy, Compact, Midsize, Fullsize	\$57.00
Cedar Rapids to/from Des Moines	Economy, Compact, Midsize, Fullsize	\$57.00
State College to/from Washington, DC **	Economy, Compact, Midsize, Fullsize	\$57.00
JFK, LaGuardia and Newark Airports, Manhattan, to/from State College PA.	Economy, Compact, Midsize, Fullsize	\$57.00
Champaign to/from Indianapolis	Economy, Compact, Midsize, Fullsize	\$57.00
Indianapolis to/from Bloomington	Economy, Compact, Midsize, Fullsize	\$57.00
Champaign to/from St. Louis	Economy, Compact, Midsize, Fullsize	\$57.00
Chicago to/from Cedar Rapids	Economy, Compact, Midsize, Fullsize	\$57.00
St. Louis to/from Cedar Rapids	Economy, Compact, Midsize, Fullsize	\$57.00
Lafayette to/from Indianapolis	Economy, Compact, Midsize, Fullsize	\$57.00

NOTE: Differentials noted above will apply to Daily Rate.  
 \*\* Includes Dulles, Reagan National and Baltimore

## Emerald Club Enrollment



JOIN EMERALD CLUB TODAY

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Emerald Club

**EMERALD CLUB**

To enroll in Emerald Club®, simply fill out and submit the application form. You'll receive your Emerald Club membership kit by mail in 4-6 weeks. On-line enrollment is available to those customers that reside in the U.S. or Canada with a valid driver's license.

**Emerald Club Enrollment**

**Quick Search**

We can use information from your past National rentals to fill in most of the required fields for your membership profile. If you have never rented with National before, you will be brought to the next step in enrollment. Please provide the requested information below.

**\* Required Fields**

First Name \*

Last Name \*

Driver's License Number \*

No spaces or dashes

Issuing State/Province \*

(For USA and Canada only)

(Select One)

Issuing Country \*

Country

Source Code

if applicable

9999

**go! Search Now!**

# Reservation Screen



**Existing Reservation**

[View](#)  
[Modify](#)  
[Cancel](#)

**Step 1: Tell us about your trip** \* Required Fields

Where do you live?  
United States

**Pickup / Dropoff Location**  
Please enter one ONLY: city, state, country or a 3-letter airport code (for example, Fort Lauderdale or FtPia or United States or FL).

**Pickup Location \***  [Find a Location](#)

**Pickup Date \*** DEC-2008 4 **Pickup Time \*** 12 Noon

**Dropoff Location \***  [Find a Location](#)

**Dropoff Date \*** DEC-2008 7 **Dropoff Time \*** 12 Noon

**Emerald Club Member**

**Emerald Club #**  **Member Last Name**

**NE**

**Optional Rate Information**  
This section is not required for rate quote/reservation purposes. If you have a specific rate, promotional, association or coupon code, please enter it here. Up to three coupon codes may be entered.

**Contract ID:**  **Membership ID:**  **Rate/Product Code:**

**Coupon ID:**  **Coupon ID:**  **Coupon ID:**

**ATA #:**

Check here if you will be making a reservation using a Central Bill Number.

**Flight Information**  
Enter your appropriate flight details. This will help us should your flight be delayed.

**Airline:**  **Flight Number**

Select

[go! continue](#)

# \$15 Off Weekly Rental Coupon



**National** CHOOSE YOUR OWN CAR

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**\$15 OFF Weekly Rental E-Coupon**

- Michigan State University
- Compact through fullsize car, minivan or SUV in the United States, Canada, Latin America, Caribbean or Asia Pacific.
- Valid through 7/31/09.
- Requires a 5-day minimum rental.
- Request Coupon ID: ND2218DDDR

[go! Reserve](#)

**BIG TEN CONFERENCE**

**S**

**Terms and Conditions**

One coupon per National rental and void once redeemed. Original coupon must be presented at counter upon arrival. Discount applies to base rate only, which does not include taxes (including VAT/GST), governmentally-authorized or imposed surcharges, license recoupment/air tax recovery and admission/recruitment fees, airport and airport facility fees, fuel, additional driver fee, one-way rental charge or optional items. Some countries may convert coupon value into local currency. Renter must meet standard age, driver and credit requirements. Blackout dates may apply. May not be combined with other discounts or promotions, except your member discount. Availability is limited. Valid only at participating National locations. Offer not valid in San Jose, CA. Coupon VOID if bought, bartered or sold for cash. 24-hour reservation required.

To determine the total amount of all charges applicable to your rental, follow the three-step reservation process. You may choose to stop the process or cancel your reservation at any time.

## 2 Car Class Upgrade Coupon



GET AN E-RECEIPT

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### 2 Car Class Upgrade

### E-Coupon

- Michigan State University
- Compact through midsize car in the United States or Canada.
- Valid through 7/31/09.
- 24-hour reservation required
- Request Coupon ID: NU1626ADE



#### Terms and Conditions

One coupon per National rental and void once redeemed. Original coupon must be presented at counter upon arrival. Renter must meet standard age, driver and credit requirements. Bladout dates may apply. May not be combined with other discounts or promotions, except your member discount. Valid only at participating National locations. Offer not valid in San Jose, CA. Valid for a two car class upgrade from the car class reserved. Coupon VOID if bought, bartered or sold for cash.

To determine the total amount of all charges applicable to your rental, follow the three-step reservation process. You may choose to stop the process or cancel your reservation at any time.

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## Emerald Club



*Emerald Club is the Industry's First Frequent Renter Program*



- First paperless rental
- First true counter bypass
- Power to choose your car from any on the lot
- Counter bypass service at over 60 major airports
- Expedited EC service at all US & Canadian locations
- Earn credits redeemable for free rental days
- e-Receipts



*Emerald Club*



**Emerald Club**



0 - 11 rentals, or  
0-39 days  
• Emerald Aisle

**Executive**



**Earned Membership**  
12-24 rentals, or  
40-84 days  
• Executive Selection  
• Guaranteed Upgrade

**Executive Elite**



**Earned or Invited Membership**  
25+ rentals or  
85+ days  
• FBO Delivery  
• Guaranteed Car w/24 hr. notice  
• Executive Selection  
• Guaranteed Upgrade

- Expedited Counter Service
- E-mailed rental receipts
- 24 hr. Profile Update
- Online Rental History
- Dedicated Toll-free Reservations
- Earn credits toward free rental days

*Why National?*



- ▶ Program Designed to Fit the Needs of the MSU Traveler
- ▶ Large Volume Purchase Under One Agreement
- ▶ Up to 10% Discount Off of Leisure Rates
- ▶ Internet Pricing Discount
- ▶ **BEST RATE GUARANTEED**
- ▶ Unlimited Mileage Rates on All One-Way Rentals up to a Full Size Car
- ▶ Special One-Way Shuttle Rate
- ▶ Rentals to Graduate Students traveling on University business
- ▶ LDW & Liability Coverage on ALL Rates for ALL Rentals
- ▶ Business and Personal Rental Coverage
- ▶ Canada Rates with LDW Included
- ▶ EMEA Rates with LDW Included (Deductibles Apply)

## **Q & A**

