

Modifying a Car Segment

Modify a booked car segment when making minor changes such as pick up time.

Step 1: Right click on the Hertz car segment in the itinerary window and select the Modify option.

Step 2: The Car Modify screen appears with the current details. Only change the details that need to be amended.

Step 3: Click Modify button at the bottom of the Car Modify screen to re-book the car segment with the new details.

Note: If changing pick up location and/or name of the driver you MUST cancel and re-book. For Smartcharge bookings to make modifications, you must cancel and rebook the segment.



Hertz Response Codes

DY	Daily Rate	OSI	Hertz has sent a message referring to your booking.
MY	Monthly Rate		Please check OSI message.
UNL	Unlimited Km/Mi		This will appear at the end of a confirmation number.
.25	25c per extra km		
RC	Rate Code	RG	Rate Guaranteed
CF	Confirmation Number	BR	Base Rate
CNTR or GOLD	Gold Service confirmed. This will appear at the end of a confirmation number.	WY	Weekly Rate
WD	Weekend Rate	XD	Extra Day
XH	Extra Hours	MI	Miles
KM	Kilometres	DC	Drop-off charge
200K	200 free kms per daily rate		

Vehicle Guide

Australia Only											
Make/Model	Hertz Vehicle Category	GDS Code	Seats	CD Player	Power Steering	Cruise Control	Air Conditioning	ABS Braking	Dual Airbags	Automatic	Engine Capacity
Economy Auto	A	ECAR	5	*	*	*	*	*	*	*	1.3L
Compact Manual	B	CCMR	5	*	*	*	*	*	*	*	1.8L
Compact Automatic	H	CCAR	5	*	*	*	*	*	*	*	1.8L
Compact Green	G	CXAR/CAAH	5	*	*	*	*	*	*	*	1.5L
Intermediate Automatic	C	ICAR	5	*	*	*	*	*	*	*	2.4L
Standard Automatic	S	SCAR	5	*	*	*	*	*	*	*	2.4L
Standard Hybrid	S2	SDAH	5	*	*	*	*	*	*	*	2.4L
Fullsize Automatic	D	FCAR	5	*	*	*	*	*	*	*	3.5L
Fullsize Premium	P	PCAR	5	*	*	*	*	*	*	*	3.6L
Fullsize Luxury	F	LCAR	5	*	*	*	*	*	*	*	3.6L
Fullsize Wagon	E	FWAR	5	*	*	*	*	*	*	*	3.5L
Fullsize Sportswagon	E1	SWAR	5	*	*	*	*	*	*	*	3.6L
Special Minivan	M	XVMR	12	*	*	*	*	*	*	*	2.8L
Fullsize 4WD Manual	R	FFMR	5	*	*	*	*	*	*	*	4.0L
Fullsize Van	T	FVAR/LVAR	8	*	*	*	*	*	*	*	2.4L
Economy AWD Automatic	V	EFAR	5	*	*	*	*	*	*	*	2.4L
Convertible Auto	I	PTAR	4	*	*	*	*	*	*	*	2.2L
Mini Elite	A5	NBAR	4	*	*	*	*	*	*	*	1.6L
Mini Elite Convertible	I5	NTAR	4	*	*	*	*	*	*	*	1.6L
Prestige Standard	S5	RDAR	5	*	*	*	*	*	*	*	2.5L
Prestige Fullsize	P5	WDAR	5	*	*	*	*	*	*	*	1.8L
Prestige Sports	C5	WSAR	4	*	*	*	*	*	*	*	1.8L
Prestige AWD	E5	GFDR	5	*	*	*	*	*	*	*	3.5L

Vehicle Matrix

VEHICLE MATRIX		TYPE	TRANSMISSION
C Compact	P Premium	C 2/4 Door Car	A Automatic
E Economy	R Standard Elite	B 2 Door	M Manual
I Intermediate	L Luxury	D 4 Door	D Auto 4WD
S Standard	X Special	W Wagon	
F Full size/4 Door	W Luxury Elite	V Passenger Van	FUEL/AIRCON
G Fullsize Elite		S Sports	R Yes
N Mini Elite		T Convertible	H Hybrid Air

Vehicle Types

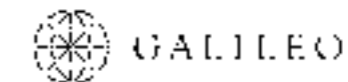
To obtain car types and booking codes for a particular location simply access the Description pages for the specific location.

Please Note: The vehicles shown are examples. Specific makes/models within a car class may vary in availability and features such as passenger seating, luggage capacity, equipment and mileage.

Galileo™ Viewpoint™ Cue Card



Agents Priority Desk
1800 55 00 89



hertz.com.au
Hertz Australia Pty. Limited. ABN 31 004 407 087
HER1334 03/10



Direct Sell Booking

Use Direct Sell when you or your client has a Corporate Discount (CDP) number with Hertz.

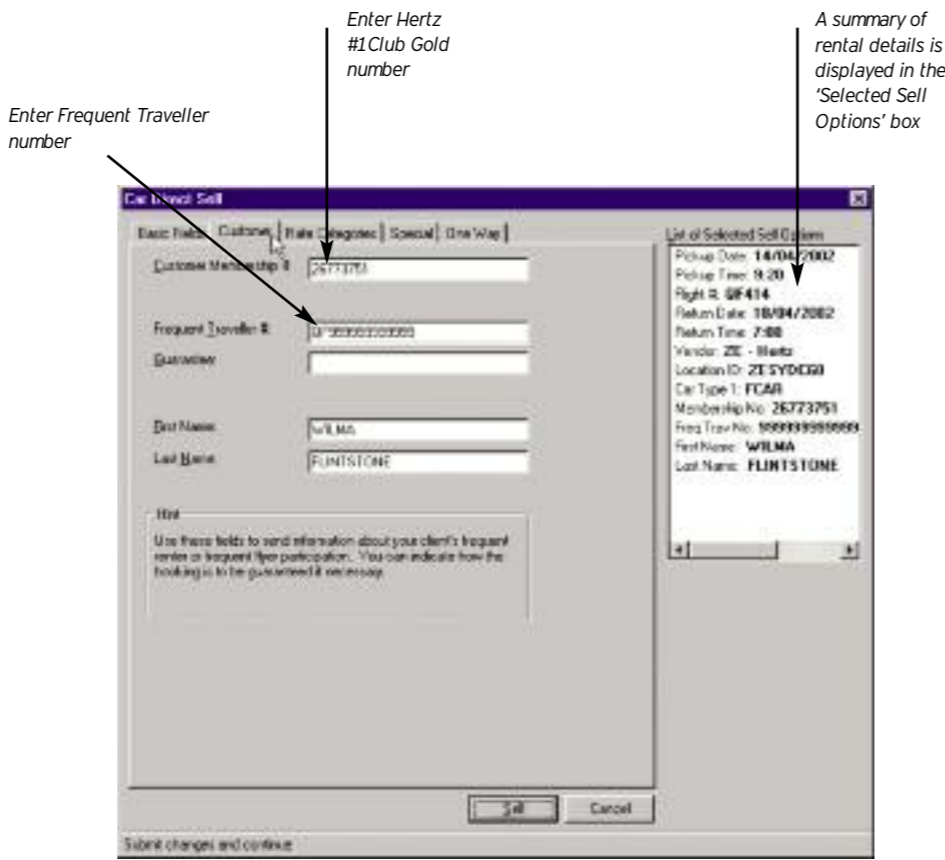
Step 1: Click to highlight the Air segment that the car rental is to follow.

Step 2: Click the Car button & select Direct Sell from the drop down menu.

Step 3: Enter the rental details and click the Sell button.

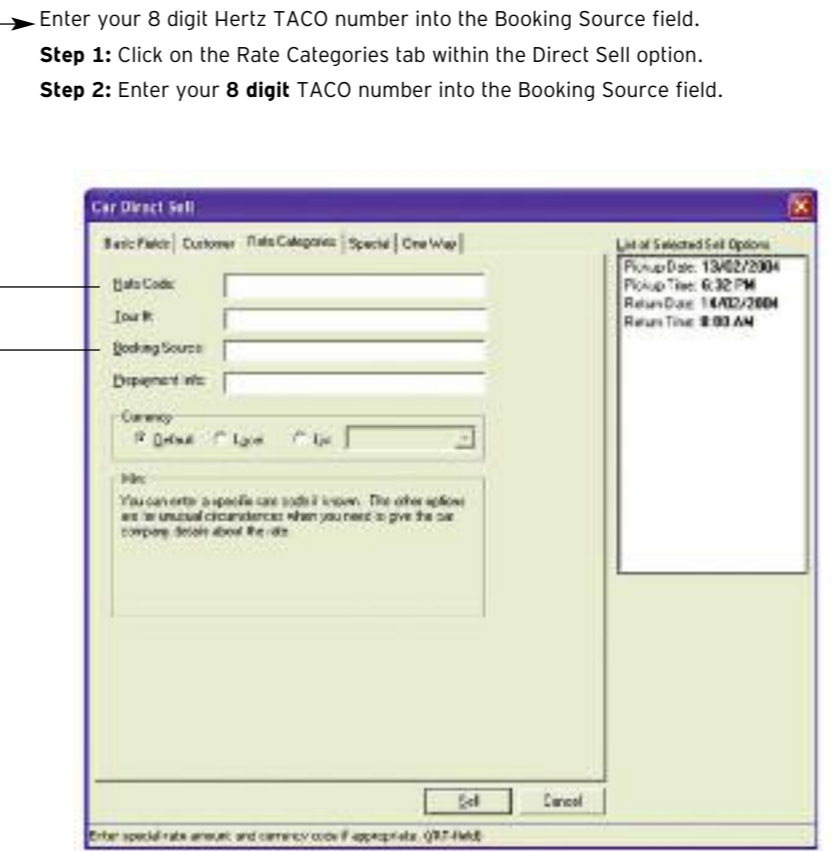
Note: All non-IATA agents must enter their Hertz TACO number in the Booking Source field on the Rate Categories tab.

Bookings using a Hertz #1 Club Gold Number



- Step 1:** Use the Direct Sell option to make the booking.
- Step 2:** Enter rental details on the Basic Fields tab, then go to the Customer tab. When entering a Hertz #1 Club Gold number you do not need to enter a corporate discount number as this is applied from the Gold profile.
- Step 3:** Enter the Hertz #1 Club Gold number into the Customer Membership # field.
- Step 4:** When all the details are entered click the Sell button to make the booking.

Adding a Hertz TACO Number

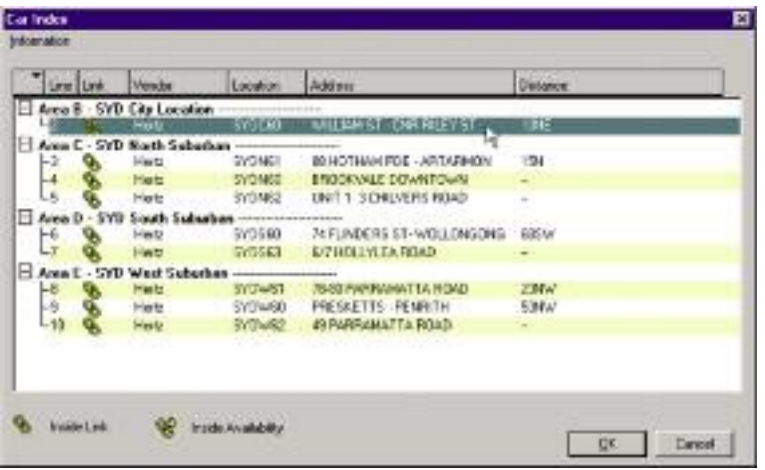


- Step 1:** Click on the Rate Categories tab within the Direct Sell option.
- Step 2:** Enter your 8 digit TACO number into the Booking Source field.

- Use to enter a specific rate code.
- Eg WOW - for the World On Wheels International prepaid product
- AQI - Affordable Non prepaid Inclusive LDW (USA Only)
- XTRA - World on Wheels Inclusive USA rate
- AFA - Affordable Non prepaid UK/Europe rate code

Bookings for a Non-Airport location

- Step 1:** Use the Direct Sell booking option and enter rental details.
 - Step 2:** In the Rental Location section enter the 3 letter city code eg. SYD. Click on the City Locations button and highlight the specific downtown location.
 - Step 3:** Click the Check Availability button to access the list of locations for the city, highlight the required location (see diagram below) and click OK.
 - Step 4:** The list of cars available for that specific location will appear. Again highlight desired car group and click OK.
 - Step 5:** To complete the transaction click the Sell button to book the car.
- Remember:** all the rental details are displayed in the List of Selected Sell Options desired car group and click OK.



Helpful Hints

- To enter voucher details and/or additional equipment use the special tab.
- Voucher details are entered into the Special Service box. Eg., CO-12345 V16789. (CO- is for Company Order/Billing Reference number).
- To book a one way rental, click on the One Way tab within the Direct Sell screen to advise the return location.
- To enter in a Frequent Flyer number click on the Customer tab within the Direct Sell Screen.
- To add or amend the Hertz #1, Hertz #1 Club Gold or Smartcharge Number to an existing car segment, you must cancel and rebook the segment.
- To retrieve approximate total and full rate information, right click on the car segment, select details then click on rules icon.
- To retain the vendor remark on the Approximate total line, make an Itinerary Remark.

