2024

Tour Customer Service Procedure



How to contact us

- All customer service inquiries for Dollar and Thrifty for destination USA and Canada should be sent to the following email address - **HertzDTAGtourscustomerservice@hertz.com**
- This address should also be used for clarification on 'No Shows' and to receive a copy of a 'Rental Agreement'
- **Hours of operation: Monday – Friday 0700-1700 CST (-6 GMT)**
- All responses will be returned to the email address provided on the initial email unless requested otherwise.
- The case ID reference will be identified in the subject line of the email (please do not remove the case reference number when responding).

Subject: Dollar Case # 55522

Hertz dollar CAR RENTAL Thrifty CAR RENTAL

On Rent Procedure

Issues at the counter (before the customer receives the car and opens a rental agreement)

- **Weekday** – Customer should ask for Manager on duty at counter if the agent is unable to assist further, in effort to resolve. Otherwise (Monday-Friday 7am to 4pm CST) (-6GMT) contact **+1-888-333-2389** where the reservation team will assist by contacting the location directly to assist in resolution e.g., car group not available.
- **Weekend** – Customer should ask for Manager on duty at counter if the agent is unable to assist further, in effort to resolve issue.
- Compensation requests should then be forwarded onto Customer Services for resolution - HertzDTAGtourscustomerservice@hertz.com

Issues on-rent / Roadside Assistance (customer in vehicle and has an open rental agreement)

- For mechanical issues, engine trouble, flat tire or any other roadside queries please contact the numbers provided below, they will also endeavor to assist on service-related queries such as dirty car or vehicle downgrade if resolution has not been reached with location rented from -

USA

- Dollar – +1-800-235-9393
- Thrifty – +1-877-435-7650
- Hertz – +1-800-654-5060

CANADA

- Dollar – +1-877-354-5391
- Thrifty – +1-877-466-0992
- Hertz – +1-800-654-5060

On-Rent Procedure

Queries about charges while the customer is on rent

- The following issues will be resolved within 24 hours - clarifying charges on open contract, optional purchases, vouchers being applied, or the vehicle type received.
- Please send all on-rent issues to **HertzDTAGtourscustomerservice@hertz.com** and copy ALittle@hertz.com - Customer Service Supervisor.
- "**ON RENT**" should be noted in the subject line to identify the nature of the contact, these will be prioritized daily.
- Issues will be resolved within 24 hours if received Monday-Friday before 3:00pm CST (-6 GMT). If the next working day is a Saturday/Sunday/Public Holiday, then response will not be received until the end of next working day.
- If the customer has purchased optional coverages not included in the prepaid rate/voucher which they do not require and want removed, the customer **must** return to a rental location for removal within 72 hours of contract start, as a new contract will need to be signed.

Additional information

- To prevent duplication or delays DO NOT copy customer service representatives' personal emails or your account manager.
- If the on-rent issue was not resolved by location manager or the On-Rent Helpdesk team, please contact Customer Services - **HertzDTAGtourscustomerservice@hertz.com** for final resolution. Any adjustments due will be processed after the rental has been completed.

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Customer Service SLA & Escalation Process

Step 1 – Standard process

- 7 working day Service Level Agreement (SLA) - **HertzDTAGtourscustomerservice@hertz.com**

Step 2 – If outside of 7 working day SLA or if response needs further review and/or clarification

- 2 working days SLA – include Amy Little, Supervisor - **HertzDTAGtourscustomerservice@hertz.com** & cc **ALittle@hertz.com**

Step 3 – To be used only if step 1 and step 2 have been followed

- 1 working day SLA – in addition to Amy include Todd Clanton, Customer Service Manager: **HertzDTAGtourscustomerservice@hertz.com** & cc **ALittle@hertz.com** **&** **TClanton@hertz.com**

Business hours - Monday – Friday 0700-1700 CST (-6 GMT)

Cases should be escalated ONLY after the standard process has been followed and no resolution has been reached or highly sensitive/urgent cases

Hertz dollar CAR RENTAL Thrifty CAR RENTAL

Roadside Assistance SLA & Escalation Process

Step 1: Roadside Assistance is provided and supported 24/7, 365 days with issues relating to breakdown, mechanical fault, flat tire, etc. Customer is to contact number provided below where the operator will assist to get them to the correct team for handling.

- 90-minute Service Level Agreement (SLA) – once issue has been confirmed by our Roadside Assistance agent and a dispatch ticket/event has been created for our 3rd party service provider(s)

USA

- Dollar – +1-800-235-9393
- Thrifty – +1-877-435-7650
- Hertz – +1-800-654-5060

CANADA

- Dollar – +1-877-354-5391
- Thrifty – +1-877-466-0992
- Hertz – +1-800-654-5060

Step 2 – Escalation for any reason or to provide additional information relating to roadside query

- Customer to call back on number/s provided above with 'case reference/rental record'. Call handler will assist/discuss next steps.

Cases should ONLY then be escalated further after the above process has been followed and if no resolution has been reached or for highly sensitive/urgent cases that have not been rectified by the above solution.

Hertz dollar CAR RENTAL Thrifty CAR RENTAL

Reservations

- Please email the following addresses for manual reservation confirmation or any reservation queries. Note – the team do not have access to your rates and are unable to quote so any adjustment you make may re-shop the reservation causing new price, which is why it is better to amend via your XML or usual process.
    - Dollar - ZR.Internationalreservations@dtag.com
    - Thrifty - ZT.Internationalreservations@dtag.com
    - Phone – +1-888-333-2389 (Monday – Fridays only)

These inboxes are managed Monday-Friday 0700-1600 CST (-6 GMT)

Only send request to one inbox not both and note the brand and date of pick up in the subject line of email.

If the reservation is picking up within 48-hours of the e-mail sent, please also note in the subject line 'Immediate.' If it is not within 48-hours, then no need to note this.

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Reservations SLA & Escalation Process

Step 1 – Standard process

- Emails received before 3pm CST on a working day to be handled same day. Emails received after 3pm CST on a working day to be handling the next working day. ZR.Internationalreservations@dtag.com & ZT.Internationalreservations@dtag.com

Step 2 – If outside of the working day SLA, or if response needs further review and/or clarification

- 2 working day SLA – Katie Bryan, Supervisor: Kbryan@hertz.com

Step 3 – To be used only if step 1 and step 2 have been followed

- 1 working day SLA – Todd Clanton, Reservation Sales Manager: Todd Clanton tclanton@hertz.com

Business hours - Monday – Friday 0700-1700 CST (-6 GMT)

Cases should be escalated ONLY after the standard process has been followed and no resolution has been reached or highly sensitive/urgent cases

Hertz dollar CAR RENTAL Thrifty CAR RENTAL

Traffic Violation Procedure

American Traffic Solutions (ATS) is currently responsible for the administration of traffic violations.

Customers should be provided with the ATS contacts designated for "Customers Only". Do not route customer inquiries internally within the Hertz /Dollar/Thrifty organizations as this will significantly delay resolution.

Dollar Customers Only Phone: +1-877-759-5823 Email: DollarRentACar@verramobility.com	Thrifty Customers Only Phone: +1-877-759-5826 Email: ThriftyCarRental@verramobility.com	Hertz Customers Only Phone: +1-877-977-5771 E-mail: Hertz@verramobility.com

- All inquiries regarding tolls and fines must be directed to ATS for their review and final decision. *Hertz/DTAG have no influence or involvement in this process.*
- *www.rentalcarticket.com for tickets for all brands and tolls*
- *Hertz tolls on the PlatePass program can be found on www.PlatePass.com*

Hertz dollar CAR RENTAL Thrifty CAR RENTAL

PlatePass & Traffic Violations Procedures

PlatePass Customer Service for Hertz rentals: Toll charges are calculated electronically and charged to the same charge card that was used to rent the vehicle. The daily PlatePass/TollPass service fee is only charged when the rental car uses the designated toll lanes.

All inquiries regarding tolls and fines must be directed to ATS for their review and final decision. Hertz/DTAG has no influence or involvement in this process.

Verra Mobility handles all inquiries regarding toll violations. Verra Mobility does not handle the PlatePass charges, only violations.

- Hours: Monday – Friday (08:00 – 18:00 CST)
- E-mail: www.RentalCarTicket.com
- Phone: 877-977-5771

Dollar tolls are processed through ATS (American Traffic Solutions) per previous page

Thrifty tolls are processed through ATS (American Traffic Solutions) per previous page

Hertz tolls are processed through PlatePass - Phone: 877-411-4300 - E-mail: help@platepass.com

To view charges/make payment/obtain receipts: www.platepass.com

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