

Reservations Within B2B

B2B Support Desk



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Signing In/Resetting Password.



Signing In/Resetting Password.

The B2B web address is <https://b2b.enterprise.co.uk/>.



The Enterprise® Business Rental Programme.

[Deutsch](#) [Contact](#)

Login

User Name:

Password:

Login

[Forgotten your password?](#)

Version: 4.0.0
Build No: 20110608.5

[Privacy Policy](#)

Enter your User Id and Password and select 'Login'.

If you have forgotten your Password click the '[Forgot your password](#)' link.

'Forgot Your Password' Screen.

Enter your User Id and select 'Reset Password'.

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Please enter your B2B User Name below. A system-generated password will be sent to your email address shortly.

User Name:

A new password has been sent to your email address.

A message will display informing you an email has been sent to your email address.

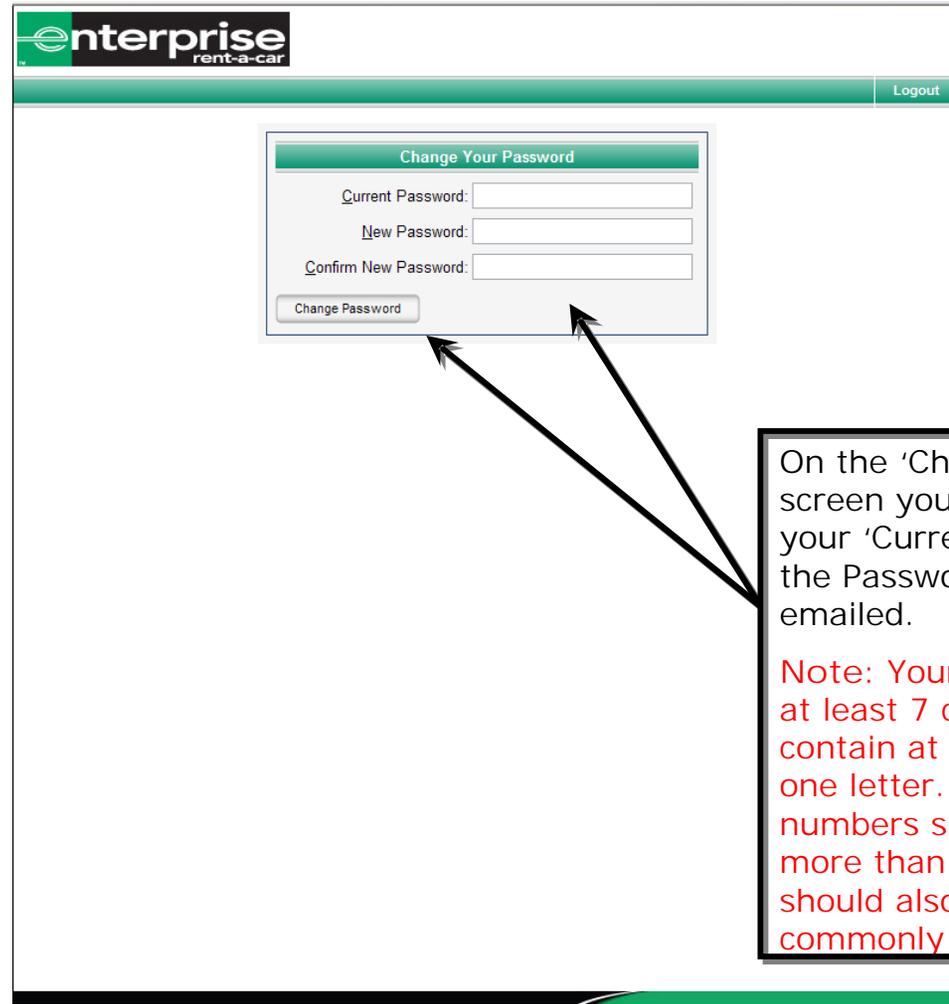
If you do not receive an email you will need to contact your Super User or the B2B Helpdesk.

https://train.b2b.enterprise.co.uk/ForgotYourPassword.aspx

Internet SSL



'Change Your Password' Screen.



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Logout

Change Your Password

Current Password:

New Password:

Confirm New Password:

Change Password

On the 'Change Your Password' screen you will be asked to enter your 'Current Password' this is the Password you have just been emailed.

Note: Your password should be at least 7 characters and should contain at least one number and one letter. Characters and numbers should not be repeated more than twice e.g upx111. It should also not contain any commonly used passwords.

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Creating A Repeat Renter Profile.



Creating A Repeat Renter Profile.

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Home Create Reservation Manage Help Logout

Pick Date/Location/Vehicle → Renter Details → Review Your Reservation [Continue...](#)

Marketing message from YOUR COMPANY displayed here.

Driver
Driver Profile Name (New Driver Profile) Add
Reason for hire Please Select...

Vehicle Details
Vehicle Class Please Select... [View Vehicle Classes](#)

Start Date 20/04/2012 08 00
 Pick up Walk in Delivery Airport

End Date 21/04/2012 08 00
 Return to Branch Collection Airport APU

Booking References
Booking ref #
Bookers Name
Number of Passengers Please Select... *

Notes To Enterprise

[Continue...](#)

[Privacy Policy](#)

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Your Company's Logo

When you sign into B2B you will be taken to the 'Create Reservation' screen.

To create a Repeat Renter Profile select 'Add' next to the 'Driver Profile Name' field on the 'Create Reservation' page of B2B.

Entering Renters Information (Part 1).

Complete the name of the person the Profile is for and enter all other relevant information.

Note: The email address will be used for Confirmation Emails sent by the system.

Only the Renter Name and Phone Numbers are Mandatory Fields. Not all information is required but will help to save time when creating reservations.

Checking 'Final Email Confirmation' will send a confirmation email to the renter

You can register a Credit Card to a Renter for Payment of Hire (see next Screen).

You can add a Default Address by selecting 'Add Address' (see 'Add Address' section).

You can select a Default Reason For Hire for the Repeat Renter.

You can select if the Renter would like to receive Information on Special Offers from Enterprise Rent-A-Car.

You will need to scroll down to enter the rest of the 'Renter Details'

The screenshot shows the 'Renter Details' form in the Enterprise Rent-A-Car system. The form is divided into several sections: 'Personal Information' with fields for Title (Mr), First Name (External), Last Name (User), Email Address (External.User@email.com), Invoice Email Address (External.User@email.com), Work Phone No., Home Phone No., and Mobile No.; 'Confirmation' with a checked 'Final Email Confirmation' checkbox and a 'Reason for hire' dropdown set to 'Short Term'; and 'Preferences' with a checkbox for 'Yes, I would like Enterprise Rent-A-Car to send special offers to my e-mail address'. There are also buttons for 'Register Credit Card' and 'Add Address'. At the bottom, there are 'Start Method' and 'End Method' dropdowns, and a 'Continue...' button.



'Register Credit Card' Screen.

Enter the Credit Card details that are to be used for payment of hire.

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AMERICAN EXPRESS MasterCard VISA

Enter your credit card details

Credit Card

Card Number

Card Holder Name

Card Expiry Date /

CVC/CVV/CID [What is CVC/CVV/CID?](#)

Register

About my Credit Card Details

At Reservation time, your Credit Card details are checked for their validity. No charges are taken at Reservation time. After the completion of the Rental, your Credit Card will be charged per the Terms and Conditions between Enterprise Rent-A-Car and your Company, as well as per the Rental Agreement itself. All Credit Card charges will be in the currency of the Rental Location. If you have any questions please contact Enterprise Rent A Car by telephone or by post: 0800 783 9445 (UK), 1 800 554 469 (Ireland)/Enterprise Rent A Car, Enterprise House, Delta Way, Egham, Surrey TW20 8RX, UK.

https://b2b.enterprise.co.uk/Pages/SmartPay/RegisterCreditCard.aspx

What is CVC/CW/CID?

The Card Security Code (CVC/CVV/CID) is an *additional* three or four digit security code that is printed (not embossed) on the front or the back of your card.

The CVC/CVV/CID is an extra security measure to ensure that you are in possession of the card.

Select 'Register' and you will see a message stating the Credit Card details are being saved.

Your request is being processed, please wait....



Entering Renters Information (Part 2).

You can select a 'Favourite Branch' where you would like the hire to be started from by entering a Post Code or Town of where the hire will be needed and selecting 'Find Location'. The Branch details will then display below.

Only the Renter Name and Phone Numbers are Mandatory Fields. Not all information is required but will help to save time when creating reservations.

You can select a default 'Vehicle Class' that will be selected into any reservation for the renter.

You can also select a 'Favourite Branch' where you would like the hire to Return to by entering a Post Code or Town of where the hire will be ending and selecting 'Find Location'. The Branch details will then display below.

In order for Enterprise rent-a-car to save your renter details in the B2B system, it is compulsory to tick this box for consent.
Note: Once this has been saved in your renter information, it will always show as pre-selected.

With everything complete you can select 'Save'.

The screenshot shows the 'Create Reservation' form in the Enterprise rent-a-car B2B system. The form is divided into several sections: 'Favourite Branch Start' and 'Return', both with input fields for 'Enter either a City or Post Code' and a 'Find Location' button; 'Vehicle Details' with a 'Vehicle Class' dropdown menu currently set to 'B-MAN (e.g. 3dr Ford Fiesta or similar) *PREFERRED*'; a consent checkbox with the text 'I consent that my personal data as provided may be held, processed and transferred by my company and Enterprise Limited and its affiliates (Enterprise) for future use by Enterprise or my company's employees in order to process create a Repeat Renter profile.'; and a 'Save' button. A 'Post Code' field and 'Lookup *' button are visible at the bottom. The Enterprise rent-a-car logo is in the top left, and 'Your Company's Logo' is in the top right. A 'Logout' button is in the top right corner.

'Add Address' Screen.

The screenshot shows the 'Add Address' screen in the Enterprise Rent-A-Car system. The page title is 'Add Address' and the breadcrumb trail is 'Pick Date/Location/Vehicle -> Renter Details -> Review Your Reservation'. The 'Renter Details' section is expanded to show 'Address Details'. The form includes the following fields:

- Address Type:** A dropdown menu currently set to 'Home'.
- Address Line 1:** A text input field labeled 'Street Name'.
- Address Line 2:** An empty text input field.
- City:** A text input field labeled 'City Name'.
- Country:** A dropdown menu currently set to 'United Kingdom'.
- Postcode:** A text input field containing 'AA2 2AA' and a 'Lookup' link.

At the bottom of the form are 'OK' and 'Cancel' buttons. Three callout boxes provide additional information:

- Top Right Callout (Red border):** Note: You can enter more than one address.
- Middle Callout (Black border):** You can also select 'Lookup' and using the Post Code B2B will find the address. Note: You will need to select the desired House Number or Building Name.
- Bottom Callout (Black border):** You can select if the 'Address Type' is Home, Work, or Other. You can then enter in the Address and select 'OK' to save this Address.

Creating A Reservation.



Creating A Reservation (Part 1).

Select which Reason for Hire should be used.

Note: If you use a Repeat Renter profile the Reason For Hire will use the option in their Profile.

You can select a Repeat Renter or leave as '(New Driver Profile)' to make a One Time reservation (see Driver Details section).

Enter in the Start & End Date/Time and the Delivery/Collection Method.

Note: The Start & End Method will default to what is in the Repeat Renter profile if one is selected.

Pick Date/Location/Vehicle → Rent Details → Review Your Reservation

Driver
Driver Profile Name: User, External [Update] [Delete]
Reason for hire: Short Term

Vehicle Details
Vehicle Class: B-MAN (e.g. 3dr Ford Fiesta or similar) *PREFERRED* [View Vehicle Classes]

Start Date
Date: 19/04/2012 08:00
 Pick up Walk in Delivery Airport

End Date
Date: 20/04/2012 08:00
 Return to Branch Collection Airport APU

Address (for Pick-up/Delivery)
Address Line 1: Road Name *
Address Line 2:
City: Town Name
Post Code: AA1 1AA [Lookup *]

Branch Locator
Return: Enter either a City or Post Code (if different)
TW20 8RX [Find Location]
Branch Details: (U131): NORTHERN PERIMETER ROAD WEST HOUNSLOW, TW6 2RY. Phone: 0208 8972100
Hours of Operation: Open: 05:00-23:59 on Friday the 20/04/2012.

You can select the desired Car Class, if you are unsure what to select click 'View Vehicle Classes' to see all vehicle types in a Car Class.

Note: If you use a Repeat Renter profile the 'Preferred Car Class' will automatically be selected.

APU means the hire will end exactly when is stated on the End Date

For a Walk In reservation you can select a Branch by entering the Post Code or Town for the hire, or you can select 'Use Profile Branch' to use the Branch loaded in the Repeat Renter profile.

Note: This section only displays if the Start/End Method is Walk In or Return to Branch.

Enter the address for the Delivery and/or Collection of the hire.

Note: The Delivery & Collection Address can be selected from a dropdown list if a Repeat Renter is used, section only displays if Start/End Method is Pick Up/Return to Branch or Delivery/Collection.



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Home Create Reservation Logout

Pick Date/Location/Vehicle → Renter Details Continue...

Your Company's Logo

Marketing message from YOUR COMPANY displayed here.

Driver
 Driver Profile Name: User, External [Update] [Delete] [Booking Policy \(External Link\)](#)
 Reason for hire: Short Term

Vehicle Details
 Vehicle Class: B-MAN (e.g. 3dr Ford Fiesta or similar) *PREFERRED* [View Vehicle Classes]

Start
 Date: 20/04/2012 [08] [00]
 Pick up Walk in Delivery Airport

End
 Date: 21/04/2012 [08] [00]
 Return to Branch Collection Airport APU

Address (for Pick-up/Delivery)
 Your Company [Please Select...]
 Your Company [Your Company House]
 Address Line 2 [Your Company Street]
 City [Your Company Town]
 Post Code [Y01 1YY] [Lookup]

Branch Locator
 Return
 Enter either a City or Post

Any 'Marketing' messages from your company will be displayed here.

If your company has provided 'Booking Policy' rules, you will find a link to this information here.

When requiring a 'Delivery', if your company has set up a site address, you can select it here and the address will be pre-populated

Note: This function can also be used for collection.

You can also view the vehicle classes by clicking this button.

By hovering your cursor over APU, you will find a description outlining this function.

Auto Pick Up (APU). If Checked, end date/time is considered final.

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Home Create Reservation Manage Help Logout

Select a Vehicle Class

Vehicle Class	Examples	Doors	Avg CO2 Band *	
A-MAN Mini	 Ford Ka (or similar)	3	C	Select
B-MAN Economy	 Ford Fiesta (or similar)	3	C	Select
CEST-AUTO Small Compact Estate	 Chevy Lacetti Estate (or similar)	3 or 5	D	Select
D-MAN Large Compact	 Vauxhall Astra (or similar)	5	D	Select

* Co2 Banding information is for reference purposes only. The Co2 band of the vehicle supplied may vary.

Address Line 2

From selecting 'View Vehicle Classes', you will be able to see information and an image of the vehicle you can expect to hire.

Click 'Select' to choose your preferred vehicle.

By scrolling further down the page you will be able to see information on 'Fuel Economy' and Co2 band information.

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Home Create Reservation Manage Help Logout

Select a Vehicle Class

* Co2 Banding information is for reference purposes only. The Co2 band of the vehicle supplied may vary.

Fuel Economy

CO₂ emission figure (g/km)

<100	A
101-120	B
121-150	C
151-165	D
166-185	E
186-225	F
226+	G

Address Line 2



Creating A Reservation (Part 2).

Please Note: Bookings made outside of open hours may bear additional charges (per Agreement).

You can also see a preliminary estimate of the charges for the hire.

Note: This figure may change depending on changes made to the rental once it has been delivered.

Estimated Cost

Item	Qty	Time Period	Rate	Sub Total
Rate	1	Day	£2.00	£2.00
		Sub Total		£2.00
		Vat	20.0%	£0.40
		Total*		£2.40

* Estimated charges; final price appears on Rental Contract.

Quoted Total Price is an indicative quote for the rental requirements provided and may differ from the final invoiced price

Booking References

Booking ref #	<input type="text" value="aBcDeFgH"/>
Bookers Name	<input type="text" value="External User"/>
Number of Passengers	<input type="text" value="Please Select..."/> *

Enter in your Booking Reference or any other relevant information requested.

Note: Any field with an asterisk (*) next to it is a required field.

Notes To Enterprise

<input type="text"/>

Enter any 'Notes to Enterprise' in this box.

Once all the details are entered select 'Continue'.

[Continue...](#)

[Privacy Polic](#)



Driver Details Screen.

Checking 'Final Email Confirmation' will send a confirmation email to the renter

You can select if the Renter would like to receive Information on Special Offers from Enterprise Rent-A-Car.

In order for Enterprise rent-a-car to save your renter details in the B2B system, it is compulsory to tick this box for consent.

If you did not use a Repeat Renter you will be taken to the 'Renter Details' screen.

Only the Renter Name and Phone Numbers are Mandatory Fields. If you require a confirmation email or Invoice email you will need to enter your email address into the appropriate field.

If your Account is set up to pay by Credit Card you must register the Card to be charged for the Rental

Once all the details are entered select 'Continue Reservation'.

The screenshot shows the 'Renter Details' form with the following fields and options:

- Title:** Mr (dropdown)
- First Name:** External
- Last Name:** User
- Email Address:** External.User@email.com
- Invoice Email Address:** External.User@email.com
- Work Phone No.:** 08001234567
- Home Phone No.:** (empty)
- Mobile No.:** (empty)
- Final Email Confirmation:**
- Consent:** I consent that my personal data as provided may be held, processed and transferred by my company and Enterprise Rent-A-Car UK Limited and its affiliates (Enterprise) for future use by Enterprise or my company's employees in order to process hire car bookings.
- Buttons:** Register Credit Card, Continue...



Confirming Reservation.

enterprise rent-a-car Your Company's Logo

Home Create Reservation Manage Help Logout

Pick Date/Location/Vehicle → Renter Details → Review Your Reservation Book Now

Reservation Details

Company Name: Your Company Profile
 Vehicle Class: B-MAN (e.g. 3dr Ford Fiesta or similar) *PREFERRED*
 APU:

Rental Branch (Start)

Branch: U101
 Address: 241-243 BURLINGTON ROAD
 City: NEW MALDEN
 Post Code: KT3 4ND
 Phone Number: 0208-9422444

Rental Branch (End)

Branch:
 Address:
 City:
 Post Code:
 Phone Number:

Renter Details

Name: External User
 Work Phone Number: 08001234567
 Home Phone Number:
 Mobile Number:
 Email Address: External.User@email.com
 Invoice Email Address: External.User@email.com
 Credit Card Number: Awaiting for authorisation
 Credit Card Expiry Date: Awaiting for authorisation

Address (for Pick-up/Delivery)

Address Line 1:
 Address Line 2:
 City:
 Post Code:
 Method: Walk in 30/4/2012 08:00

Address (for Collection)

Address Line 1:
 Address Line 2:
 City:
 Post Code:
 Method: Return to Branch 1/5/2012 08:00

Booking References

Booking ref #: aBcDeFgH
 Bookers Name: External User
 Number of Passengers: 4

Estimated Cost

Item	Qty	Time Period	Rate	Sub Total
Rate	1	Day	£2.00	£2.00
		Sub Total		£2.00
		Vat	20.0%	£0.40
		Total*		£2.40

* Estimated charges; final price appears on Rental Contract.

Email Confirmation

Final Confirmation:
 Yes, I would like Enterprise Rent-A-Car to send special offers to my e-mail address

For billing enquires email Armit.Zila@abcxyz.changeme.com Book Now

If everything is correct you can select 'Book Now'.

You are then taken to a Confirmation Page that has all the details for review.



Confirmed Reservation.

Once you have selected 'Book Now' you will be shown a message stating your reservation has been processed.

Note: An email confirmation of the reservation will follow.

Confirmation: Request Accepted

Thank you. Your rental request has been accepted!!

OK

Rental Branch (Start)
Branch: U101
Address: 241-24
City: NEW I
Post Code: KT3 4H
Phone Number: 0208-9

Rental Branch (End)
Branch:
Address:
City:
Post Code:
Phone Number:

Renter Details
Name: External User
Work Phone Number: 08001234567
Home Phone Number:
Mobile Number:
Email Address: External.User@email.com
Invoice Email Address: External.User@email.com
Credit Card Number: Awaiting for authorisation
Credit Card Expiry Date: Awaiting for authorisation

Estimated Cost

Item	Qty	Time Period	Rate	Sub Total
Rate	1	Day	£2.00	£2.00
		Sub Total		£2.00
		Vat	20.0%	£0.40
		Total*		£2.40

* Estimated charges; final price appears on Rental Contract.

Email Confirmation
Final Confirmation
 Yes, I would like Enterprise Rent-A-Car to send special offers to my e-mail address

For billing enquires email Armit.Zila@abcxyz.changeme.com

Book Now

Privacy Policy

Select 'OK' to return to the 'Home' page.



Searching For Reservations.



Rental Statuses.

There are several different Rental Statuses within B2B, here is a breakdown of what each one is and what functions are available within each:

- § Res. Confirmed (details in B2B can be amended)
 - § The reservation created in B2B has been received and confirmed by the Enterprise branch.
- § Cancellation Confirmed (details in B2B cannot be amended, file is now Read Only)
 - § The reservation has been cancelled in B2B and acknowledged by the Enterprise branch.
- § Res. Error (details in B2B cannot be amended, file is now Read Only)
 - § The reservation was not completed due to an error and was not acknowledged by the Enterprise branch.



Finding A Reservation.

The screenshot shows the Enterprise Rent-A-Car reservation management interface. At the top left is the Enterprise Rent-A-Car logo. To its right is a navigation bar with 'Home' and 'Create Reservation' buttons. Further right is 'Your Company's Logo' and a 'Logout' button. Below the navigation bar is a 'Search/Filter' section with a dropdown menu containing: Booking Reference, ECARS 1.0 Number, ECARS Reservation, First Name, Is APU, Last Name, Reason for Hire, Res End Date, Reservation Status, and System Reference. Below the dropdown are four buttons: 'Current Reservations', 'TBA Rentals', 'Reset', and 'Remove'. Three callout boxes provide instructions: one points to the 'Search/Filter' dropdown, another points to the 'Current Reservations' button, and a third points to the 'TBA Rentals' button. A fourth callout box at the bottom explains that the view depends on company setup.

On the Home Page you can use the 'Search/Filter' section to search for rentals.

The 'Current Reservations' button will display all rentals in a 'Reservation' status.

The 'TBA Rentals' button will display any 'Open' or 'Close Pended' rental that is not set as APU and has an End Date before and up to today's date.

Depending on your company set up, you may only see hires you have created.



Entering Search Criteria.

The screenshot shows the Enterprise Rent-A-Car search interface. At the top right, there is a placeholder for "Your Company's Logo". Below the logo is a navigation bar with links for "Home", "Create Reservation", "Manage", "Help", and "Logout". The main content area is titled "Search/Filter" and contains a list of search criteria: "Booking Reference", "ECARS 1.0 Number", "ECARS Reservation", "First Name", "Is APU", "Last Name", "Reason for Hire", "Res End Date", "Reservation Status", and "System Reference". Below this list are buttons for "Current Reservations", "TBA Rentals", "Reset", and "Remove". A "Filter Criteria" section contains a text input field with "Renter" entered and a "Search" button. Two callout boxes with arrows point to the "Last Name" option in the search criteria list and the "Search" button. The first callout box contains the text: "Select an option to search by and the 'Filter Criteria' field will display." The second callout box contains the text: "Enter the details you wish to search by and select 'Search'".

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Your Company's Logo

Home Create Reservation Manage Help Logout

Search/Filter

Booking Reference
ECARS 1.0 Number
ECARS Reservation
First Name
Is APU
Last Name
Reason for Hire
Res End Date
Reservation Status
System Reference

Current Reservations
TBA Rentals
Reset
Remove

Filter Criteria
Renter

Search

Select an option to search by and the 'Filter Criteria' field will display.

Enter the details you wish to search by and select 'Search'.

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Search Results.

The 'Search Filter' that is being used will display at the top of the screen.

Your results will then be displayed on the screen.

If you select 'Remove' this will remove the last 'Filter' that you used in your Search Criteria.

You can clear the details by selecting 'Reset'. You will now be able to carryout another search.

You can use the 'Cancel Res' and 'Update' buttons to cancel or change a reservation (See Editing and Cancelling Reservations sections).

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Home Create Reservation

Search/Filter

Booking Reference
ECARS 1.0 Number
ECARS Reservation
First Name
Is APU
Last Name
Reason for Hire
Res End Date
Reservation Status
System Reference

Current Reservations
TBA Rentals
Reset
Remove

Filter Criteria
Renter
Search

Search Results

Filter: Last Name contains Renter

System Reference	Res Number	Driver Name	Start Date/Time	Booking Reference	Vehicle Class	Status		
B2B034693	434219	Renter, Car	17/06/2011 08:00	123456789	A-MAN	Res. Confirmed	Cancel Res	Update

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Viewing Reservations.



Viewing A Reservation.

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Your Company's Logo

Home Create Reservation Manage Help Logout

Search/Filter

- Booking Reference
- ECARS 1.0 Number
- ECARS Reservation
- First Name
- Is APU
- Last Name
- Reason for Hire
- Res End Date
- Reservation Status
- System Reference

Current Reservations
TBA Rentals
Reset
Remove

Search Results

System Reference	Res Number	Driver Name	Start Date/Time	Booking Reference	Vehicle Class	Status		
B2B034693	434219	Renter, Car	17/06/2011 08:00	123456789	A-MAN	Res. Confirmed	Cancel Res	Update

1

On the 'Home' screen select the blue Hyperlink under 'System Reference' for the desired reservation.

You can only see Hires in B2B that you have created.
You cannot see any hires created by other B2B users.

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'Review You Reservation' Screen.

You will be taken to a screen that displays all details on the reservation.

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Home Create Reservation Manage Help Logout

Pick Date/Location/Vehicle → Renter Details → **Review Your Reservation**

[Print Details](#)

Reservation Details

Company Name Your Company Profile
Vehicle Class B-MAN (e.g. 3dr Ford Fiesta or similar) *PREFERRED*
Reason for hire Short Term
APU
Status Awaiting Confirmation
System Reference B2B134478
Customer Number SVTU202
Booking Created By External User
Booking Created 20/4/2012 13:42

Rental Branch (Start)

Branch U101
Address 241-243 BURLINGTON ROAD
City NEW MALDEN
Post Code KT3 4ND
Phone Number 0208-9422444

Rental Branch (End)

Branch
Address
City
Post Code
Phone Number

Renter Details

Name External User
Work Phone Number 08001234567
Home Phone Number
Mobile Number
Email Address External.User@email.com
Invoice Email Address External.User@email.com

[Update](#)

Credit Card Number xxxx xxxx xxxx 1111
Credit Card Expiry Date 12/2012

Estimated Cost

Item	Qty	Time Period	Rate	Sub Total
Rate	1	Day	£18.25	£18.25
		Sub Total		£18.25
		Vat	20.0%	£3.65
		Total*		£21.90

Total Invoiced price may be different from the quoted price. Additional charges e.g. Delivery/Collection/Fuel charges are not included in this quote.

* Estimated charges, final price appears on Rental Contract.

Email Confirmation

Final Confirmation
 Yes, I would like Enterprise Rent-A-Car to send special offers to my e-mail address

Reservation Audit

Created By	Created Date	Message
User, External (ExternalUser)	20/4/2012 13:42	View Details
1		

For billing enquires email Amit.Zila@abcxyz.changeme.com



Editing Reservations.



Updating Reservation.

You can only edit reservations in 'Res. Confirmed' status.

System Reference	Res Number	Driver Name	Start Date/Time	Booking Reference	Vehicle Class	Status	Cancel Res	Update
B2B034693	434219	Renter, Car	17/06/2011 08:00	123456789	A-MAN	Res. Confirmed		

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On the 'Home' screen click the 'Update' button for the desired reservation.

You can only see Hires in B2B that you have created. You cannot see any hires created by other B2B users.



Changing Reservation.

The screenshot shows the 'Update Rental' page on the Enterprise Rent-A-Car website. The page is titled 'Update Rental' and has a navigation bar with 'Home', 'Update Rental', 'Manage', 'Help', and 'Logout'. The main content area is divided into several sections: 'Pick Date/Location/Vehicle', 'Driver', 'Vehicle Details', 'Start Date', 'End Date', 'Address (for Pick-up/Delivery)', 'Branch Locator', 'Return', 'Booking References', and 'Notes To Enterprise'. The 'Continue...' button is located at the top right and bottom right of the page. Two callout boxes provide instructions: one on the left explains that the user is taken to a 'Create Reservation' page to amend details, and one on the right explains that the 'Continue...' button is selected if everything is correct.

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Your Company's Logo

Home Update Rental Manage Help Logout

Pick Date/Location/Vehicle → Renter Details → Review Your Reservation [Continue...](#)

Driver
Driver Profile Name: Renter, Car
Reason for hire: Short Term

Vehicle Details
Vehicle Class: A-MAN (e.g. Ford Ka) *PREFERRED* [View Vehicle Classes](#)

Start Date
Date: 20/06/2011 08:00
 Pick up Walk in Delivery Airport

End Date
Date: 21/06/2011 08:00
 Return to Branch Collection Airport APU

Address (for Pick-up/Delivery)
Address Line 1: Road Name
Address Line 2:
City: Town Name
Post Code: AA1 1AA [Lookup](#)

Branch Locator
Return
Enter either a City or Post Code (if different)
TW20 8RX [Find Location](#)
Branch Details: (U124): UNIT 3 GREAT SW ROAD
FELTHAM, TW14 8NE. Phone: 0208-8932983
Hours of Operation: Open: 08:00-18:00 on Tuesday the 21/06/2011.
Please Note: Bookings made outside of open hours may bear additional charges (per Agreement).

Booking References
Booking ref #: 123456789

Notes To Enterprise

[Continue...](#)

Enterprise Rent-A-Car

If everything is correct you can select 'Continue'.

You are then taken to a 'Create Reservation' page that allows you to amend any details for the reservation, except the Renter Name and Start Location.



Confirming Updates.

enterprise rent-a-car Your Company's Logo

Home Update Rental Manage Help Logout

Pick Date/Location/Vehicle → Renter Details → Review Your Reservation Update Rental

Reservation Details

Company Name: Your Company Profile
 Vehicle Class: A-MAN (e.g. Ford Ka) "PREFERRED"
 Reason for hire: Short Term
 APU:
 Status: Res. Confirmed
 System Reference: B2B034693
 Customer Number: BRETT12
 Enterprise Res Number: 434219
 Booking Created By: Normal User
 Booking Created: 16/6/2011 16:53

Rental Branch (Start)

Branch: U763
 Address: FIVEWAYS GARAGE
 City: BARTON MILLS
 Post Code: IP28 6AE
 Phone Number: 01638-713939

Rental Branch (End)

Branch: U124
 Address: UNIT 3 GREAT SW ROAD
 City: FELTHAM
 Post Code: TW14 8NE
 Phone Number: 0208-8932983

Address (for Pick-up/Delivery)

Address Line 1: Road Name
 Address Line 2:
 City: Town Name
 Post Code: AA1 1AA
 Method: Delivery 20/6/2011 08:00

Address (for Collection)

Address Line 1:
 Address Line 2:
 City:
 Post Code:
 Method: Return to Branch 21/6/2011 08:00

Booking References

Booking ref #: 123456789

Renter Details

Name: Car Renter
 Work Phone Number: 01000000000
 Home Phone Number: 01000000001
 Mobile Number: 07000000000
 Email Address: renter@yourcompany.co.uk
 Invoice Email Address: invoice@yourcompany.co.uk
 Credit Card Number: xxxx xxxx xxxx 3474
 Credit Card Expiry Date: 11/2013

Estimated Cost

Item	Qty	Time Period	Rate	Sub Total
Rate	1	Day	£30.00	£30.00
One Way-Branch	-	-	£5.00	£5.00
		Sub Total		£35.00
		Vat	20.0%	£7.00
		Total*		£42.00

* Estimated charges; final price appears on Rental Contract.
 Quoted Total Price is an indicative quote for the rental requirements provided and may differ from the final invoiced price

Email Confirmation

Final Confirmation

Yes, I would like Enterprise Rent-A-Car to send special offers to my e-mail address

Reservation Audit

Created By	Created Date	Message
Service, ARMS (ARMSService)	16/6/2011 16:53	View Details
User, Normal (NormalUsers)	16/6/2011 16:53	View Details

1

[For billing enquires email EnterpriseBilling@ehi.com](#) Update Rental

You are then taken to a Confirmation Page that has all the details for review.

If everything is correct you can select 'Update Rental'.



Confirmed Updates.

Once you have selected 'Update Rental' you will be shown a message stating your reservation has been processed.

Pick Date/Location/Vehicle → Renter Details → Review Your Reservation Update Rental

Reservation Details

Company Name	Your Company Profile	Address (for Pick-up/Delivery)	Address Line 1	Road Name
Vehicle Class	A-MAN (e.g. Ford Ka)	Address Line 2	City	Town Name
Reason for hire	*PREFERRED*	Post Code	Post Code	AA1 1AA
APU	Short Term	Method	Delivery 20/6/2011 08:00	
Status	<input checked="" type="checkbox"/>	Address (for Collection)	Address Line 1	
System Reference	Res. Confirmed			
Customer Number	B2B034693			
Enterprise Res Number	BRETT12			
Booking Created By	434219			
Booking Created	Normal U			
	16/6/2011			

Rental Branch (Start)

Branch	U763
Address	FIVEVA
City	BARTON
Post Code	IP28 6AE
Phone Number	01638-71

Rental Branch (End)

Branch	U124
Address	UNIT 3 GREAT SW ROAD
City	FELTHAM
Post Code	TW14 8NE
Phone Number	0208-8932983

Renter Details

Name	Car Renter
Work Phone Number	01000000000
Home Phone Number	01000000001
Mobile Number	07000000000
Email Address	renter@yourcompany.co.uk
Invoice Email Address	invoice@yourcompany.co.uk
Credit Card Number	xxxx xxxx xxxx 3474
Credit Card Expiry Date	11/2013

Confirmation: Request Accepted

Thank you. Your rental request has been accepted!!

OK

Select 'OK' to return to the 'Home' page.

Estimated Cost

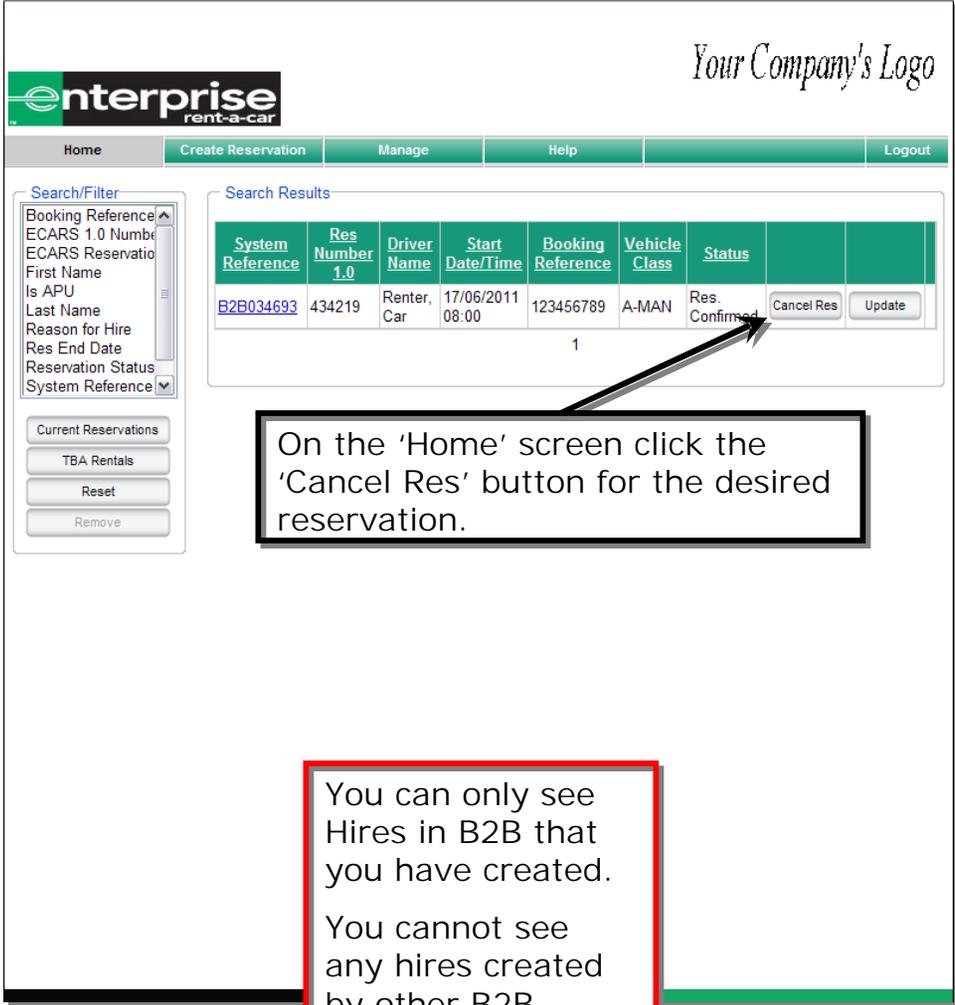
Item	Qty	Time Period	Rate	Sub Total
Rate	1	Day	£30.00	£30.00
One Way-Branch	-	-	£5.00	£5.00
Sub Total				£25.00



Cancelling A Reservation.



Cancelling A Reservation.



The screenshot shows the Enterprise Rent-A-Car web interface. At the top right is the placeholder text "Your Company's Logo". Below it is a navigation bar with buttons for "Home", "Create Reservation", "Manage", "Help", and "Logout". On the left is a "Search/Filter" sidebar with various search criteria and buttons for "Current Reservations", "TBA Rentals", "Reset", and "Remove". The main area displays "Search Results" with a table of reservations. An arrow points from a text box to the "Cancel Res" button in the table.

System Reference	Res Number	Driver Name	Start Date/Time	Booking Reference	Vehicle Class	Status		
B2B034693	434219	Renter, Car	17/06/2011 08:00	123456789	A-MAN	Res. Confirmed	Cancel Res	Update

1

On the 'Home' screen click the 'Cancel Res' button for the desired reservation.

You can only see Hires in B2B that you have created.
You cannot see any hires created by other B2B users.



Confirming Cancellation.

The screenshot displays the Enterprise Rent-A-Car web application interface. At the top right, it says "Your Company's Logo". The navigation bar includes "Home", "Create Reservation", "Manage", "Help", and "Logout". On the left, there is a "Search/Filter" sidebar with various search criteria like "Booking Reference", "ECARS 1.0 Number", "First Name", etc. The main area shows "Search Results" with a table containing one reservation entry. Below the table, a "Confirm Cancellation" dialog box is open, asking "Do you really want to cancel this reservation?" with "Yes" and "No" buttons. A callout box with arrows pointing to the buttons contains the text: "Select 'Yes' to cancel or 'No' to keep the reservation."

enterprise rent-a-car

Home Create Reservation Manage Help Logout

Search/Filter

Booking Reference
ECARS 1.0 Number
ECARS Reservation
First Name
Is APU
Last Name
Reason for Hire
Res End Date
Reservation Status
System Reference

Current Reservations
TBA Rentals
Reset
Remove

Search Results

System Reference	Res Number	Driver Name	Start Date/Time	Booking Reference	Vehicle Class	Status		
B2B034693	434219	Renter, Car	17/06/2011 14:00	123456789	A-MAN	Res. Confirmed	Cancel Res	Update

1

Confirm Cancellation

⚠ Do you really want to cancel this reservation?

Yes No

Select 'Yes' to cancel or 'No' to keep the reservation.

enterprise rent-a-car

Confirmed Cancellation.

The screenshot displays the Enterprise Rent-A-Car web interface. At the top right, it says "Your Company's Logo". Below the logo is a navigation bar with "Home", "Create Reservation", "Manage", "Help", and "Logout". On the left, there is a "Search/Filter" sidebar with various search criteria and buttons for "Current Reservations", "TBA Rentals", "Reset", and "Remove". The main area shows "Search Results" with a table containing one reservation entry. The status of this reservation is "Cancellation Confirmed".

System Reference	Res Number 1.0	Driver Name	Start Date/Time	Booking Reference	Vehicle Class	Status
B2B034693	434219	Renter, Car	17/06/2011 14:00	123456789	A-MAN	Cancellation Confirmed

1

Once the reservation has been cancelled it will display as 'Cancellation Confirmed' on the 'Home' screen.



Contacting Enterprise

The screenshot shows the Enterprise rent-a-car website interface. At the top left is the logo. Below it is a navigation bar with links: Home, Create Reservation, Manage, Help, and Logout. A 'Search/Filter' sidebar is on the left. The main content area shows 'Search Results' with a table of reservation details. A 'Contact Us' link is highlighted in the navigation bar, and an arrow points to it from a text box on the right.

System Reference	Res Number 1.0	Driver Name	Start Date/Time	Booking Reference	Vehicle Class	Status
B2B134478		User. External	30/04/2012 08:00	aBcDeFgH	B-MAN	Awaiting Confirmation

For Contact information, hover over 'Help' and click 'Contact Us'.

If these details have been provided to Enterprise rent-a-car, you will find the details of a point of contact within your company, as well as Enterprise Customer Services contact details on this page.

This screenshot shows the 'Contact Us' page on the Enterprise website. It features a navigation bar at the top and a list of contact details for different departments. Arrows from the text box on the left point to the 'Company Contact', 'Customer Service', and 'B2B Helpdesk' sections.

Department	Name	Telephone	Email Address
Company Contact	Company Contact	0800111222333	Company_Contact@email.com
Damage Contact	Damage Contact	0800444555666	Damage@email.com
Customer Service		0844 800 2350	
Roadside Assistance		0800 316 0977	
B2B Helpdesk (IT Queries Only)		0800 783 9445	B2bHelpDesk@erac.com



Thank You

If you have any questions regarding B2B please contact the B2B Helpdesk on 0800 783 9445

