



Welcome,

Enterprise Rent-A-Car and National Car Rental have been selected as the preferred provider for car rental services for business travelers of your company.

To review the **Program Benefits**, **Frequently Asked Questions**, and **Program Summary** available to renters from your company, please click on the corresponding sections below.

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Welcome to Emerald Club! Emerald Club members enjoy many benefits while renting across Enterprise and National's nationwide rental network. Once you are enrolled in Emerald Club, you will have access to the speed, choice, and control that accompanies your membership.

EMERALD CLUB®

Ready to get started?

[Click here](#) to enroll in Emerald Club or to update your Account Number on an existing profile

If already enrolled:

- 1: Select "Enroll Now"
- 2: Sign in with Emerald Club Number & password
- 3: Review company name & select "Update"

Tired of standing in line?

[Click here](#) for a tour of the Emerald Aisle

Reserve a midsize car at participating locations in the U.S. or Canada. Bypass the counter & go directly to the Emerald Aisle where you can select any vehicle and go.

Bypass the Counter

With a midsize reservation at National Car Rental, go directly to the Emerald Aisle at more than 50 major airports in the U.S. & Canada.

Choose Your Vehicle

Just choose any car from the Emerald Aisle and be on your way.

Earn Rewards

Choose free rental days at participating Enterprise and National locations or points towards your favorite frequent traveler program.

Two Great Brands, One Business Solution



Through our industry leading business rental program, Enterprise Rent-A-Car and National Car Rental provide customized car rental programs and comprehensive transportation solutions that deliver exceptional customer service, access to the largest network of vehicles and locations, plus reporting and tools to help you fulfill duty of care.

Enterprise Rent-A-Car

[Click here](#) for business use rentals

- Convenient neighborhood and airport locations
- Delivery and collection service at select locations
- Mileage reimbursement alternative

National Car Rental

[Click here](#) for business use rentals

- Emerald Club members bypass the counter
- Emerald Aisle access
- Free rental days or partner rewards

Exceptional customer service

Begin Earning Rewards

EMERALD CLUB.

Renters can enjoy expedited service and status across the globe. Don't forget to use your Emerald Club number when booking with either brand.

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- **Faster rentals.** Your completed member profile offers a faster transaction at the time of pick-up.
- **Rewards.** Earn and redeem Free Days at both Enterprise and National. To redeem at participating Enterprise locations in the U.S. & Canada, call [844-643-5085](tel:844-643-5085). Terms & conditions apply.
- **Emerald Aisle.** Reserve a midsize car at participating locations in the U.S. or Canada. Bypass the counter & go directly to the Emerald Aisle where you can select any vehicle and go.

[Click here](#) to take a tour

If you have specific questions relating to your company's corporate car rental plan, please contact your in-house travel administrator.

Emerald Club member services may be reached at [800-962-7070](tel:800-962-7070).

Which brand should I book?

We recommend to book National Car Rental at our airport locations and Enterprise Rent-A-Car at our local branches. Don't forget to use your Emerald Club number when booking with either brand.

What is the lead time when I need to rent?

Enterprise Rent-A-Car and National Car Rental will always strive to get you a vehicle. While the best practice is to book 2 weeks in advance, we ask that, at a minimum, you book at least 72 hours in advance. If this is not possible and you encounter a "sold out" situation, please contact your Account Manager for options.

What should I do if I need to amend/extend/cancel a booking?

Should you need to amend/extend or cancel a future reservation please use the same channel you used to book. Should you need to amend/extend or cancel a live rental, please contact the rental branch.

What car class do I book?

Enterprise Rent-A-Car and National Car Rental are able to offer a selection of vehicles. Please refer to your Company Travel Policy to ensure you are compliant

What about fuel?

A traveler will not be charged an additional fee if the rental vehicle is returned with the same level of fuel as originally provided. Additional refueling options may be available and will vary by location.

What if I require a rental to begin outside of working hours?

If mutually agreed and at participating locations, we will pre-deliver the vehicle the working day before and this may be subject to additional charges. Please be aware that it will only be insured to be driven from the time requested on your reservation.

What if my vehicle breaks down or I get a flat tire?

Our roadside assistance network helps to ensure that wherever you are, on-the-spot service is always available to maximize uptime and minimize downtime. If needing assistance dial 1-888-736-8287, option 3.

What if I have an accident or damage my vehicle?

If you are in an accident, your safety is most important. Please call 911 or call the local authorities for assistance and file a police report. Then call Roadside Assistance at 1-800-307-6666, which is available 24 hours a day, to report the incident after authorities have been engaged. They will file a damage report and set up tow services for the damaged vehicle if it is no longer drivable.

Do I have to sign for the vehicle?

You always have to sign the rental agreement except in the following cases:

- You are an Emerald Club member who has signed a Master Rental Agreement renting in a participating location.
- You have requested a car delivery where you do not have to be present.

If you have not signed for the vehicle, please ensure you check the vehicle condition against the rental agreement prior to driving.

The Account Support Team provides both local and global customer support to our car and truck rental accounts:

Support

- Emerald Club member support
- Rate verification
- Researching reservations & rental agreements
- Do Not Rent customers
- Global rental customer support
- Enterprise Truck Rental support

Damage Claims

- Claims inquiries

Billing

- Billing & invoicing inquiries
- Method & payment changes
- Receipt requests

Ready to assist with car and truck rental needs

Existing Rental Reservation Support

- Changing rental return locations
- Long-term rentals
- Extended open rentals
- Claims inquiries
- Assist with specialty requests for our top tier Emerald Club members

For support with new reservation requests, visit [Enterprise.com](https://www.enterprise.com), [NationalCar.com](https://www.nationalcar.com), or [EnterpriseTrucks.com](https://www.enterprise-trucks.com)

Tips When Contacting Your Support Team

- Provide name or account number
- Reference the rental agreement (RA) number or reservation number
- Include the renter's name
- Avoid Personally Identifiable Information (PII)
- Use "High Importance" emails for emergency requests needing quick resolution
- Call the sales executive directly if renter is at the counter for immediate assistance

How to Contact

Hours of Operation: Monday – Friday | 8:00 a.m. – 5:00 p.m. CT
Phone number: **833-369-1278**

[Click Here](#) to contact the Support Team via email

Accident Reporting

If involved in an accident, please ensure all involved are safe and proceed as follows:

1. The renter is to call the police and rental location immediately and within 24 hours of the accident. Roadside Assistance should be contacted if the renting location is not available.
2. The rental location or Emergency Road Service will create an Incident Report.
3. The renter should provide every summons, complaint, and paperwork pertaining to the accident to the rental branch or Roadside Assistance, including insurance information.
4. The renter should return the vehicle to the rental location as soon as possible.
5. The renter will receive a call from the Damage Recovery Unit (DRU). DRU will verify information, ask additional questions, and gather information for proceedings.
6. Renters should be aware that this process can take up to a few months depending on the information and the extent of the accident.

Roadside Assistance

Renters in need of emergency road service may call a multilingual, dedicated roadside assistance line available 24/7. Instructions for contacting the roadside assistance line are included in the rental agreement. For Emerald Club members who choose to proceed directly to the vehicle, the instructions will be located on the driver's-side visor.

Renters using the Enterprise and National apps can press the in-app Roadside button. This allows them to call 911 or be connected with our roadside team for assistance with items such as flat tires or lockouts.

Enterprise and National will leverage the HERO platform to quickly and digitally dispatch a service provider to where the problem has occurred, and request service.

Damage Waiver (DW)

If included in contractual terms, DW covers damage to the vehicle*, the cost of glass replacement, and the cost to repair/replace a flat tire (excluding service fees and towing, and unrelated to an accident).

**Certain types of damage may not be covered when damages occurred while the driver engaged in any prohibited uses or violations in the rental agreement.*

Disputes and Refunds

United States

Enterprise: **800-307-6666**
National: **800-367-6767**

Risk: **RiskManagementHelpDesk@ehi.com**
DRU: **800-327-0421;**
DRU1@em.com

Canada

Enterprise: **844-556-4930**
National: **800-268-9711**

DRU: **877-719-8818;**
CanadianDamageClaimCenter@em.com

With Enterprise Truck Rental, it is easy to stretch your commercial vehicle fleet. Because no two businesses are alike, we offer custom business solutions that tailor our services to help you manage your business efficiently and cost-effectively. We can assist with short-term, short-notice, seasonal, and capacity rentals.

Reserve Now

- Call toll-free at **888-736-8287**
- Call a nearby location
- Make reservations online

[Click here](#) to make reservations with Enterprise Truck Rental

When booking trucks or for business and car rental needs at Enterprise Rent-A-Car and National Car Rental locations, reference your Account Number.

Quality Vehicles

- Commercial-grade trucks
- Low mileage with up to date maintenance
- Fleet includes box trucks, delivery trucks and vans, pickups, and stakebeds

Rental Benefits

- More than 500 locations across the U.S., Puerto Rico, and Canada
- We'll Pick You Up™ service available at select locations
- Roadside Assistance and Preventative Maintenance included
- Exceptional customer service
- Available for daily, weekly, or monthly rentals
- Large maintenance network available
- Competitive rates

Truck Roadside Assistance

- United States: **1-800-610-2266**
- Canada: **1-844-556-4930**

Please see the following page for Vehicle Specifications.

[Click Here](#) for further details.

Pickup Trucks

- Standard Pickup | Up to 1,800 lbs. payload
- 1/2 Ton 4-Wheel Drive Pickup | Up to 2,000 lbs. payload
- 1/2 Ton 2-Wheel Drive Pickup | Up to 2,000 lbs. payload
- 3/4 Ton Pickup | Up to 4,000 lbs. payload
- 1 Ton Pickup | Up to 6,000 lbs. payload



Cargo Vans

- Compact Cargo Van | Up to 1,480 lbs. payload
- Cargo Van | Up to 3,700 lbs. payload
- High Roof Cargo Van | Up to 3,700 lbs. payload
- Heavy Duty XL Cargo Van | Up to 3,950 lbs. payload
- Heavy Duty Cargo Van | Up to 4,080 payload



Box Trucks

- 15' Parcel Van | Up to 5,000 lbs. payload
- 15'-16' Parcel Van with Lift Gate | Up to 4,300 lbs. payload
- 16' Cabover Truck | Up to 7,500 lbs. payload
- 20'-26' Box Truck | Up to 10,000 lbs. payload



Stakebed Trucks

- 12' Stakebed Truck | Up to 5,300 lbs. payload
- 16' Stakebed Truck | Up to 6,000 lbs. payload
- 24' Stakebed Truck | Up to 10,000 lbs. payload



**The Right Trucks.
Right When You Need Them.**

We'll Match Your Elite Status In More Programs Than Ever

Status matching is here for Enterprise Rent-A-Car and National Car Rental! If a renter has elevated status with a major hotel, airline or rental car loyalty program, we'll match that with the equivalent tier in National's Emerald Club. Members will enjoy their elevated status for the remainder of the calendar year.

Only Emerald Club lets you bypass the counter and choose any vehicle on the Emerald Aisle. Get in and go — the keys are in the car! Speed and choice are just the beginning.

EMERALD CLUB

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Finally...

[Click here to have your status matched.](#)

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Bypass the counter & go directly to the Emerald Aisle where you can select any vehicle and go.

Membership Benefits

Status Match: A status match will be granted upon review and approval to members with valid elite status in their selected approved program

Emerald Aisle Access: Choose any car (midsize and above) on the Emerald Aisle and pay only the midsize rate (in the U.S. and Canada)

Choose Rewards: Choose from free rental days or your favorite frequent traveler program

No Second Driver Fees: Never pay extra when family members and business associates do the driving

One-Click Reservation: Applies information from your profile to expedite your rental process

Earn with Enterprise: Rent at participating Enterprise Rent-A-Car locations to earn free rental days and higher status with Emerald Club

Special Offers: Receive exclusive members-only discounts and offers through our periodic emails

Free Rental Days: Earn 1 rental credit for every qualified car rental. 1 free rental day equals 7 credits. Free rental days cover base rate (Time and Mileage) only

Drop & Go: With convenient email receipts, just drop off your car and go (if your car has not been damaged during the rental)

Priority Service: Get expedited services when renting in Europe, Latin America and the Caribbean