

Europcar Group UK Limited

Europcar.biz Normal User Guide

Contents

Landing Page

Europcar.biz Main Log-in Page - 2

Homepage

Europcar.biz Home Page - 3

Reservation

Placing a Reservation - 4

New Reservations - 5

New Reservations - Placing a Reservation -4

New Reservations - Rental Details -4 - 5

New Reservations - Available vehicles - 6

New Reservations - Method of payment & Quote - 7

New Reservations - Workflow authorisation - 8

New Reservations - updating a profile - 8

Reservations -Amend, View - 9

Reservations - Cancel & Repeat --10

Reservation - History - Add Notes - 11

Quick Quote & Authorise - 12

Rentals

Rentals - Rental Amendments & View -13

Rentals - Add Notes -14

Rentals - Invoice - 14

Reports

Current Reservations report - 15

Open Rentals Report - 15

Authorise Report - 16

Authorise Reservation - 16

Administration

Amend User - 17

Change Password - 17

Information

Station Information - 18

Additional Information - 19

Feedback Form - 19

Help

Help - 19

Landing Page

Individuals registering for the first time will need to enter their email, contract ID & then press continue. Emails can only be registered once, and are not case sensitive. The registration screen will require certain information to be entered to store a profile within Europcar.biz.

Drivers who have an existing profile in Greenway can add their ID number to bring their information through to the registration process.

If at any point you have trouble registering, there is a link next to the home icon for 'Contact Us', which will take you to a list of country specific contact telephone numbers for the relevant support teams.

Europcar.biz Main Log-in Page

To log in enter your Email Address or Driver ID and your Password.

The password is sent as a mix of numbers and letters but can be changed the first time you log in by clicking on 'Administration' then 'change password' from the top drop down menu options.

Following the 'Reset Password' link will reset the password and generates an email to the user.

First time users can click on 'Create my Account' on the left side of the log in page.

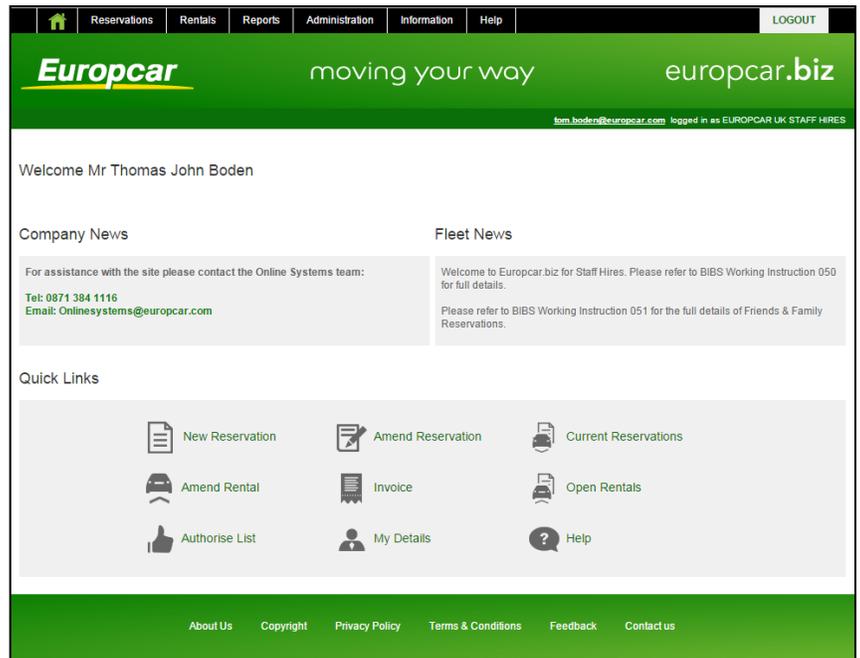
Europcar.biz Home Page

You can return to this page at any time by selecting

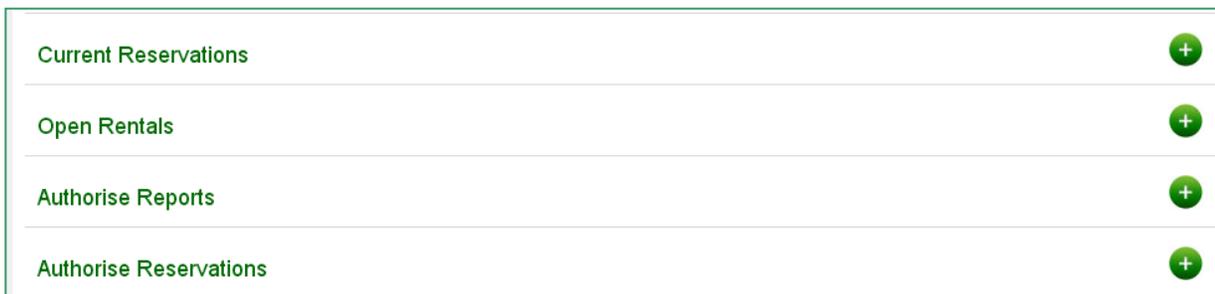
Use the function panel located along the top of the page to navigate your way through all the functions of the site.

Quick Links are displayed on the homepage; they offer the user links to the most used parts of the site. The number of Icons displayed varies dependent on set up.

Current Reservations, Open Rentals, Authorisation Report, and Authorise Reservation are displayed in tabs at the bottom of the webpage. Please note Authorisation Report and Authorise Reservation tabs only appear for Workflow sites. If your homepage does not have these tabs then your reservations do not require authorisation prior to the rental station receiving the booking.



Homescreen Dropdown Reports



Homescreen reports are designed to give users easy access to some of the most useful reports on the site. For more details on how to utilise these features, please see the reports section of this guide.

The authorise reports that are available on the home screen will only show for customer that have requested that Workflow is activated. Workflow is a way of ensuring a booking request is validated prior to it turning into a reservation. The driver places a booking and selects an authoriser (normally a line manager) and is returned a 'Q' reference. An email is generated to their nominated authoriser whose responsibility it is to either 'Accept' or 'Reject' the request. An accepted booking will turn into a reservation on the system.

Reservations

Placing a Reservation

Select 'Reservations' & 'New' from the top menu, or from the quick link on the homepage. All fields that are mandatory are bordered in green.

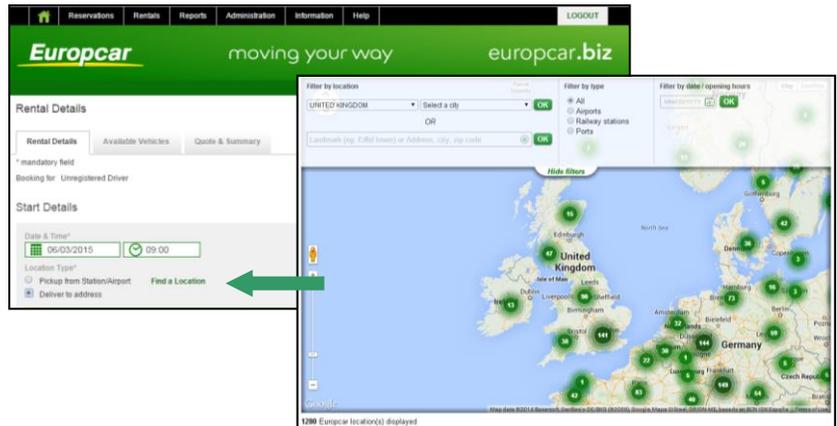
New Reservation - Rental Details

- Start by selecting the dates, times and the location you wish to book your reservation for. You can either manually type or click on the date to select the start time from the calendar.
- If the reservation requires a delivery and collection the postcode search can be used to help find a UK address. The delivery/collection address can also be entered free text. The rental station responsible for the request is automatically allocated by the system.
- Delivery and Collection Instructions can be added; press the '+' icon to expand this field
- To view details of the responsible delivery location click on 'Servicing Station'. A popup will appear which will give basic details including address, opening hours, and expected delivery mileage (See right).

New Reservation - Rental Details

A map of all Europcar locations can be activated via the Find a location link. The link allows a user to check Europcar locations in proximity to the area they require.

****You are unable to place a booking in this link.** The user will need to close down the window and go back to the rental details screen to enter the location found.

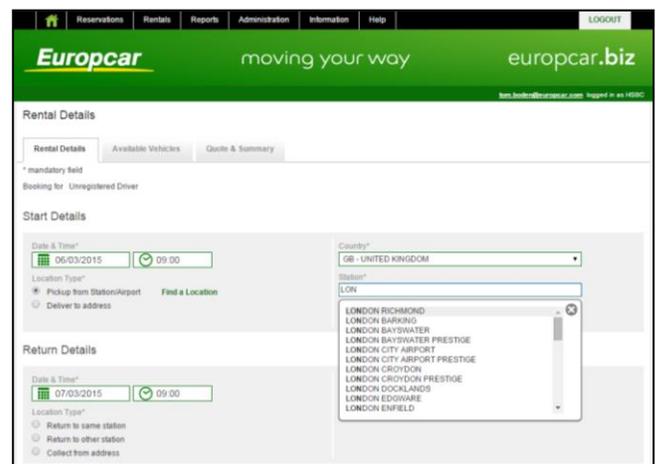


If the vehicle is being collected from or returned to a rental station, then the relevant Pickup/Return location should be selected on this page. This is a three character search that will bring back all associated rental locations.

If the pick up is from an airport a flight number field will be displayed to help the rental station if there are any delays to your arrival.

If the pick up and return are the same, the 'return to same station' option will appear below the return date and will automatically replicate the start location.

Once a station is selected an information button 'Location Information' will show the user information about the location they have selected.

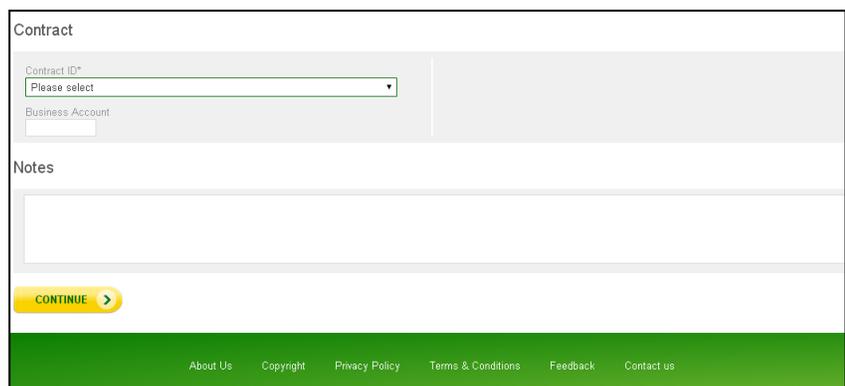


Important information

If the Postal Code search is either not used or does not deliver the exact address then please ensure that address is correct before continuing. In particular the first line of the address should contain the house number or name. The House number field is for the Postal Code Search only. If the address still does populate, it can be input manually.

Contracts & Notes

- The contract for the reservation is selected from a drop down list. If there is an associated business account, this will appear in the relevant field.
- The customer references associated with the contract are shown at this point of the booking process
- The notes can be used to communicate any information relevant to the request on the reservation so the rental station can view them



New Reservation - Available Vehicles

The available vehicles for the location requested will appear in the 'Available vehicles' tab. They will be split into Car, Trucks (Vans) and Prestige.



ECMR - VAUXHALL CORSA 1.2 or similar



5 seats, 1 door, 5 doors, Manual Transmission, Air Conditioning, CO₂ Emission: 129

Options

Cost GBP 18.00

HIDE MY OPTIONS **BOOK NOW**

Additional Driver	1	Add extra	+
Child Booster Seat (Less Than 135Cm)	1	Add extra	+
Child Seat (1 - 3 Yrs / 9 -18Kg)	1	Add extra	+
Child Seat (0-12M/0-13Kg) Information: CHILD SEAT (0-12M/0-13KG)	1	Add extra	+
Child Seat (4-7Yr/15-30Kg)	1	Add extra	+
Eurodrive Cover 1-2 Days	1	Add extra	+
Eurodrive Cover 3-5 Days	1	Add extra	+
Eurodrive Cover 6-7 Days	1	Add extra	+
Eurodrive Cover 8-13 Days	1	Add extra	+
Eurodrive Cover 14-20 Days	1	Add extra	+
Meet & Greet Airport	1	Add extra	+

The cost of the associated vehicle can be displayed next to the vehicle picture, allowing comparison of one vehicle cost versus another. This feature is determined by site setup.

Vehicles are displayed from the smallest to the largest

To include optional extras or additional drivers click the 'Choose my options, which will take the user into a drop down menu. The user can then select which optional extras they would like, and how many additional drivers.

Up to three additional drivers can be added. Their details are added on the following Quote and Summary page.

The cost of the associated vehicle can be displayed next to the vehicle picture, allowing comparison of one vehicle cost versus another.

CDMR - VW GOLF 1.6 or similar



5 seats, 2 doors, 5 doors, Manual Transmission, Air Conditioning, CO₂ Emission: 147

Options

Cost

HIDE MY OPTIONS **BOOK NOW**

Additional Driver	1	Add extra	+
Child Booster Seat (Less Than 135Cm)	1	Add extra	+
Child Seat (1 - 3 Yrs / 9 -18Kg)	1	Add extra	+
Child Seat (0-12M/0-13Kg) Information: CHILD SEAT (0-12M/0-13KG)	1	Add extra	+
Child Seat (4-7Yr/15-30Kg)	1	Add extra	+
Eurodrive Cover 1-2 Days	1	Add extra	+
Eurodrive Cover 3-5 Days	1	Add extra	+
Eurodrive Cover 6-7 Days	1	Add extra	+
Eurodrive Cover 8-13 Days	1	Add extra	+

New Reservation - Quote & Summary

The Quote and summary screen shows the user a one page recap of their reservation information including costs.

If the user wishes to change this information it is a simple matter of using the tabs at the top of the screen to return to the relevant section.

Driver Details

The driver name, date of birth, and email will be grayed out and cannot be changed.

The driver address will be populated; if this needs to be changed it can be done using the postcode search function or entered free text.

A contact telephone number should be supplied.

License information is optional dependent on the type of insurance.

Any required fields that are missed will be highlighted in red and must be populated before the user can continue.

The screenshot shows a web interface for a car rental quote. At the top, there are three tabs: 'Rental Details', 'Available Vehicles', and 'Quote & Summary'. A green arrow points to the 'Quote & Summary' tab. Below the tabs is the 'Driver Details' section, which includes fields for Driver Name (MR TOM BODEN), Date Of Birth (01 January 1970), Telephone Number (06713841116), Mobile Number, Email (tom.boden@rentpremier.com), and License Information (Number: VERIFY-79051567). To the right is the 'Address Lookup' section, which includes a 'FIND ADDRESS' button and a 'Type' selector (Personal Address selected). The address field is populated with 'Europcar Group UK Ltd, Ja', '55 Welford Road', 'Leicester', and 'Leicester'.

Method of Payment

The contract for the reservation selected on the vehicle details page will determine the method of payment displayed. If more than one method of payment is displayed we advise that UK hires are Business Account or Credit Card and International hires are Voucher or Credit Card.

The Voucher method of payment is an electronic process the user is not required to supply a digital or paper version when receiving the vehicle.

If Credit Card is the main method of payment, this should be selected and entered. Credit Card information can be retained against a profile.

The screenshot shows a 'Payments' section with three radio button options: 'Business Account' (selected), 'Voucher', and 'Card Payment'.

New Reservation - Authorisation (Workflow Sites Only)

Authorisation

This reservation requires authorisation. Please choose an authoriser or click on "search"

Please select

SEARCH >

Authoriser Search

Enter surname, email or a combination of both to find an authoriser

Surname

Email

If the site operates using workflow, the user will need to select an authoriser for their reservation. They can do this using the drop-down menu, or search option. As the user types in the search option, the list of authorisers automatically narrows.

Once the user is happy the reservation details are correct, they would press the 'confirm' button at the bottom of the webpage.

Booking Summary

Model
ECMR - VAUXHALL CORSA 1.2 or similar [More details >](#)

Contract ID

Start Details **Return Details**

Date & Time
14 Nov 2014 09:00

Station
LONDON HEATHROW AIRPORT

Date & Time
15 Nov 2014 09:00

Station
LONDON HEATHROW AIRPORT

Quote

Driver Charges

Charge Type	Units	Rate GBP	Charge GBP
Basic Rental	1	<input type="text"/>	<input type="text"/>
Cost of Rental (Net)			<input type="text"/>
VAT @ 20.0%			<input type="text"/>
Total Cost			<input type="text"/>

CONFIRM >

Updating driver profile

At the confirmation stage the user has the option of updating their driver profile. This will update the driver details if they have been changed, such as an update to the driver credit card.

A profile can be updated outside of the reservation process using the 'My Details' section. Please see the Administration section for more details.

Profile Data

Your profile data has changed would you like to update it? No Yes

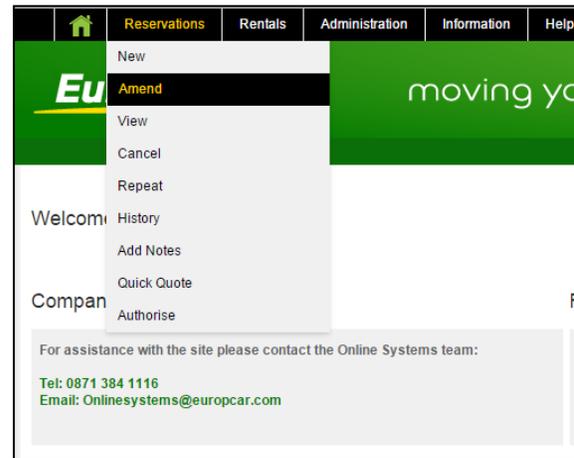
CONFIRM >

Amend & View Reservation

Reservation functionality

If you wish to Amend, View, Cancel, or Repeat a reservation, you are taken to the Reservation Search screen. You enter the reservation number and select 'continue'.

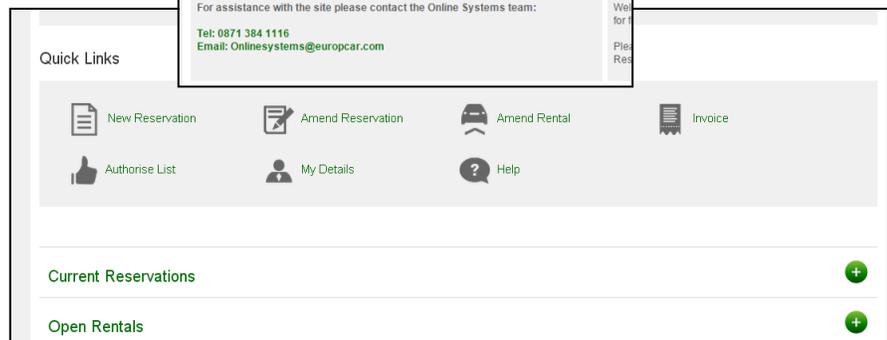
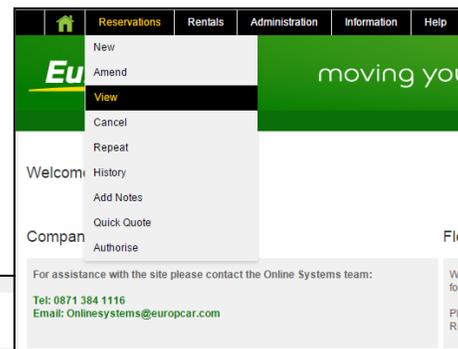
If you don't know the reservation number, it can be found on either the Customer Reservation or Open Rentals report.



Amending a Reservation

Select Amend reservation option, enter the Reservation number and click on continue.

Reservations can be amended until the point of vehicle is 'checked out' at the branch, which is when the vehicle is to be delivered. Generally this is 2 working hours before the start time of the hire.



Viewing a Reservation

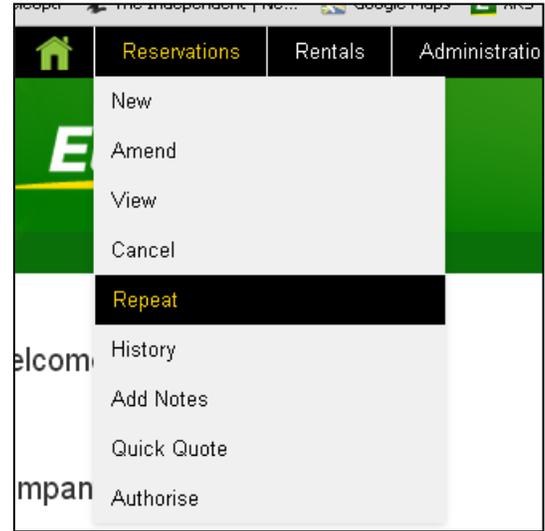
- Select View reservation option, enter the Reservation number and click on continue.
- Reservations can be viewed but not amended (reservation is read-only). If the user wishes to alter the reservation, they need to select an alternate option.
- **Useful Info:** This option can be used to resend a confirmation email to the booker and/or driver.

Cancel & Repeat Reservation

Repeating a Reservation

Select Repeat reservation option, enter the Reservation number and click on continue.

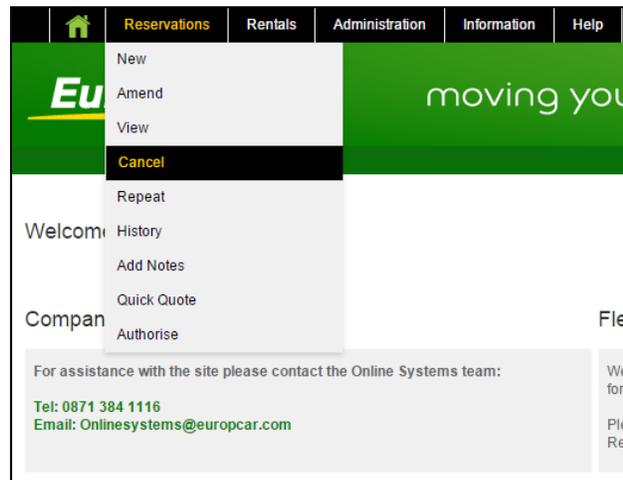
The details of the repeated reservation are retained in the reservation screens, but can be altered accordingly. At the end of the process the user would receive a separate reservation number for the new reservation. The only restriction will be the retention of the driver name.



Cancelling a Reservation

Select Cancel reservation option, enter the Reservation number and click on continue.

Once cancelled an email will be received to confirm the cancellation.



History

Reservation History

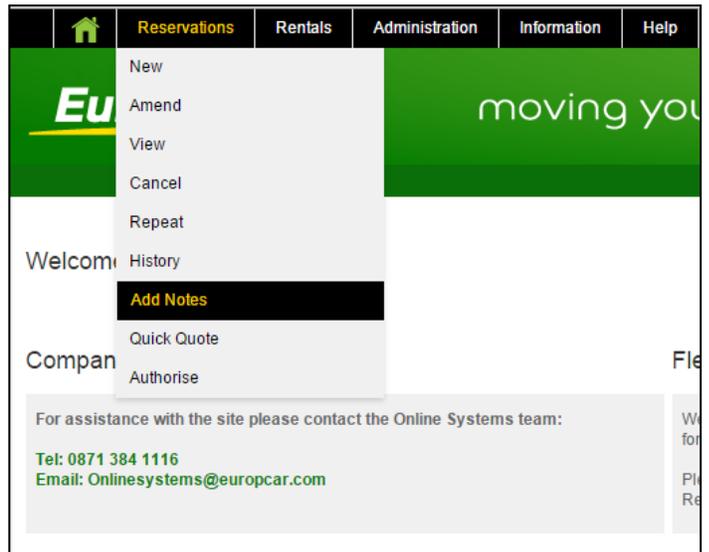
The Reservation History provides a listing of all reservations made by (or on behalf of) a given driver, and allows the user to drill down into an individual reservation to view all details (as for View Reservation above).

Reservation Number	Start Date	Start Station	Contract ID	Model	Order Number	Status
023865	23/07/2013 09:00	LEICESTER		C - VAUXHALL ASTRA 1.4		Rejected
969005011	23/07/2013 09:00	LEICESTER		B - VAUXHALL CORSA	123	Sold
966126083	24/06/2013 09:00	LONDON HEATHROW AIRPORT		B - VAUXHALL CORSA	test res p1304	Cancelled
022835	19/06/2013 09:00	LEICESTER		R - VW GOLF 1.6		Rejected
022116	31/05/2013 09:00	LEICESTER		B - VAUXHALL CORSA		Cancelled
021870	23/05/2013 09:00	LEICESTER		D - VW PASSAT 1.8		Cancelled

Add Notes

Notes can be added to the reservation or rental provided the reservation is not cancelled, or the rental terminated.

Notes will be visible for the rental station, and can be viewed and updated at any point.



Quick Quote

The quick quote function allows a rate to be returned for certain rental conditions, without going through the process of entering all driver and customer reference information.

Quick Quote
* mandatory field

Start Details

Date & Time*

Location Type* Deliver to address Pickup from Station/Airport [Find a Location](#)

Country*

Station* [Location information >](#)

Return Details

Date & Time*

Location Type* Collect from address Return to Station/Airport

Country*

Station*

Booking Details

Contract ID*

Model or similar

[QUOTE >](#)

Authorise (Workflow Only)

The information contained in the account, model, start and end details are all carried over into a reservation if the 'New res from quote' option is selected.

This avoids the need to re-enter these fields and can make the booking process faster.

Quote

Driver Charges

Charge Type	Units	Rate	Charge
Basic Rental	1	<input type="text"/>	<input type="text"/>
Cost of Rental (Net)			<input type="text"/>
VAT @ 20.0%			<input type="text"/>
Total Cost			<input type="text"/>

[NEW RES FROM QUOTE >](#)

The authorise option within the Reservation dropdown menu will only appear if your site is workflow enabled and you are awaiting a booking to be authorised. When this option is selected, you will be taken to any reservation that you are waiting to be authorised. Once either accepted or rejected, they will disappear from this list.

[Reservations](#) | [Rentals](#) | [Reports](#) | [Administration](#) | [Information](#) | [Help](#) | [LOGOUT](#)

[New](#) | [Amend](#) | [View](#) | [Cancel](#) | [Repeat](#) | [History](#) | [Add Notes](#) | [Quick Quote](#) | **Authorise**

Reservati	Start Date	Start Station	Days	Status
100595652	23/01/2015 11:00	STOCKPORT	28	Authorised
Q30341	13/03/2014 09:00	LONDON HEATHROW AIRPORT	1	Rejected
982252176	03/02/2014 09:00	WAKEFIELD	56	Authorised
981082619	31/01/2014 14:00	EDINBURGH AIRPORT	3	Authorised
979813668	16/12/2013 18:00	ROCHESTER	4	Authorised
978441947	22/11/2013 18:00	SWINDON	49	Authorised
976624692	26/10/2013 10:00	LONDON STANSTED AIRPORT	1	Authorised
966801404	01/07/2013 09:00	CANBERRA CITY	17	Authorised
962743129	22/05/2013 13:00	GLASGOW CITY	1	Authorised
Q21004	01/05/2013 05:00	BRISTOL HORFIELD	1	Rejected
919583932	07/02/2012 12:00	WELLINGBOROUGH	1	Authorised

Rentals - Rental Amendments

Once a vehicle is on rent the period of hire can be extended, or a collection added, via the 'Rentals - Amend' menu option.

- Enter the Reservation Number, Rental Agreement Number or Vehicle Registration and click on 'continue'. For drivers this can be obtained from their 'Open Rentals' report on the Homepage.

- Enter the relevant return details for date/time and whether there will be a collection.

- The collection fields also allow Key location to be entered in the 'Col Instructions'. Click on the Green plus sign.

- Collections should be cancelled by selecting the 'Return to Station' option.

- The Driver will receive an email advising any amendment to collection information.

Rentals - View

The view functionality that is available from the rentals drop down gives the user the ability to view a live version of the rental of it current exists. IE, if the reservation was originally placed without a collection for 2 days, but the driver has extended the rental to 4 days and arranged a collection, all changes will display here.

The user can also get details of the vehicle that has been allocated to the rental by using this functionality.

Vehicle Details for Rental Agreement 1 - 3					
Rental Details		Vehicle Details		Quote & Summary	
Registration Number	Vehicle Description	Start Date	Return Date	CO2 Value	Mileage
FR13UKP	ECMR - VW POLO 1.2 S A/C 60PS 5DR	30/08/13 09:00	31/08/13 09:00	128	

Rentals - Add Notes

Notes can be added to the reservation or rental provided the reservation is not cancelled, or the rental terminated.

Notes will be visible for the rental station, and can be viewed and updated at any point.

Notes can only be added to reservations or rentals that are linked to the same site.

Invoice

Search

The users can view details of their rental invoices by either the reservation, rental or invoice number.

If the invoice has been created, it will display in a pop up (see below).

To view the invoice, simply click on the invoice number displayed. This will bring up the invoice in a .PDF viewer, which will give you the option to save the invoice.

Reports

Current Reservations - Home Screen

On the home screen of the site, the 'Current Reservations' tab can be selected to reveal reservations that are due to take place or have taken place for the user who is logged in.

Current Reservations -

Please note 'Current Reservations' only details reservations for your individual profile. To view all the reservations for your contracts [Click here](#) to see the 'Customer Reservations' option in the reports section.

Reservation Number	Start Date	Start Station	Contract ID	Model	Order Number	Status
023959	20/08/2013 09:00	LONDON HEATHROW AIRPORT		R - VW GOLF 1.6		Unauthorised

Open Rentals +

Authorise Reports +

Authorise Reservations +

Open Rentals - Home Screen

The open rental tab is located on the home screen of the site. This tab displays all hires that are currently live for the driver who has logged in.

Current Reservations +

Open Rentals -

To view more detailed rental information [Click here](#) to see the 'On Rent' option in the reports section.

Rental Agreement Number	Reservation Number	Model	Contract ID	Start Station	Return Station	Return Date	Extend
134994987	969005019	C - VAUXHALL ASTRA 1.4		LONDON HEATHROW AIRPORT	LONDON BARKING	25/08/13 16:02	<input type="checkbox"/>
134992550	968979416	Q - VAUXHALL ZAFIRA		MANCHESTER AIRPORT	MANCHESTER AIRPORT	28/08/13 20:00	<input type="checkbox"/>
134993425	968780589	MCMR - MINI 24 DOORS,MANUAL,AC		GUILDFORD	GUILDFORD	22/07/13 18:00	<input type="checkbox"/>
134992327	968656107	V1 - FORD TRANSIT 28		BASINGSTOKE	BASINGSTOKE	22/07/13 09:00	<input type="checkbox"/>
134982668	968845898	B - VAUXHALL CORSA		MANCHESTER AIRPORT	MANCHESTER AIRPORT	19/08/13 19:00	<input type="checkbox"/>
134989136	960489646	CRMR - COMPACT, SPECIAL PROMOTION, MANUAL		DARLINGTON	DARLINGTON	26/07/13 18:00	<input type="checkbox"/>
134987372	968652896	B - VAUXHALL CORSA		COVENTRY	COVENTRY	20/07/13 13:00	<input type="checkbox"/>
134983983	967374184	V1 - FORD TRANSIT 28		GREAT YARMOUTH	GREAT YARMOUTH	19/07/13 08:00	<input type="checkbox"/>
134983188	968805544	MCMR - MINI 24 DOORS,MANUAL,AC		BASINGSTOKE	BASINGSTOKE	20/07/13 08:00	<input type="checkbox"/>
134980633	968558975	V6 - FORD TRANSIT 350 LWB		MILTON KEYNES	MILTON KEYNES	15/08/13 16:34	<input type="checkbox"/>

MORE >

Extend selected rentals by days. Maximum permitted is 365

EXTEND >

Authorise Reports +

Authorise Report- Home Screen (Workflow Only)

The Authorisation Report is a table that provides the user with a summary of all reservations which have been Authorised or Rejected. These reservations can then be viewed in greater detail if the user selects the reservation number on the left. This report can also be accessed from the 'Reports' tab at the top of the screen.

Current Reservations +

Open Rentals +

Authorise Reports -

Reservation Number	Driver Name	Start Date	Start Station>	Days	Status
96906357	MR TEST BOOKING	16/08/2013 09:00	LEICESTER	1	Authorised

Authorise Reservations +

Current Reservations +

Open Rentals +

Authorise Reports +

Authorise Reservations -

Reservation Number	Driver Name	Start Date	Start Station	Days	Action
023951	MR TOM BODEN	17/08/2013 09:00	LONDON BARKING	1	Authorise Reject

Authorise Reservation - Home Screen (Workflow Only)

The Authorise Reservation Report provides the User with a summary of all reservations yet to be authorised. These reservations can then be viewed in greater detail if the user selects the reservation number on the left, or the user can choose to 'Authorise' or 'Reject' a reservation using the options on the right of the table.

Once the reservation has been authorised or rejected, the request will fall off of the report.

Current Reservations +

Open Rentals +

Authorise Reports +

Authorise Reservations -

Reservation Number	Driver Name	Start Date	Start Station	Days	Action
023951	MR TOM BODEN	17/08/2013 09:00	LONDON BARKING	1	Authorise Reject

Administration

Amend User

Amend

The user has the option to amend information saved to the site. (Driver name, email address and age cannot be amended, please contact your support team if any of these details need to be amended.)

Once the user has saved these amended details, they will automatically pre-populate the relevant fields if the user wishes to make a new reservation.

Changing your Password

Once logged in for the first time we recommend that you change the Password sent to you after Registration by clicking on 'Administration' then selecting 'Change Password'.

This will prompt you to enter the new password twice to ensure it is input correctly.

Helpful information

The password can be changed as frequently as required.

It must be between 6 and 10 characters in length and can be alpha or numeric or both.

Please note: You cannot change a password for another registered User/Driver.

Information

Station Information

The station information option gives users a list of all of the Europcar stations that are located across the country. Once a particular station is selected, details such as where the station is located (address and position on Google maps) and the opening hours are displayed at the bottom of the screen.

The screenshot shows the 'Station Information' page on the Europcar website. At the top, there is a navigation menu with 'Reservations', 'Rentals', 'Administration', 'Information', and 'Help'. The 'Information' menu is expanded, showing 'Station Information', 'Additional Information', and 'Feedback Form'. The main content area is titled 'Station Information' and features a dropdown menu for 'Country' set to 'GB - UNITED KINGDOM'. Below this is a grid of station names, including ABERDEEN AIRPORT, ABERDEEN AIRPORT PRESTIGE, ABERDEEN CITY, ABERYSTWYTH, AIRBUS BROUGHTON - WEST GATE, AIRBUS STAFF FILTON EC OFFICE, ANGLESEY AIRPORT MEET+GREET, AYLESBURY, BASILDON, BASINGSTOKE, BATH, BEDFORD, BELFAST CITY, BELFAST CITY AIRPORT *RY*, BELFAST CITY CENTRE, BELFAST INTERNATIONAL AIRPORT *RY*, BIRKENHEAD, BIRMINGHAM AIRPORT, BIRMINGHAM AIRPORT PRESTIGE, BIRMINGHAM CITY, BIRMINGHAM CITY PRESTIGE, BIRMINGHAM EAST, BIRMINGHAM HALESOWEN, BLACKPOOL AIRPORT, BOURNEMOUTH AIRPORT, BOURNEMOUTH CITY, BRACKNELL, BRADFORD, BRIGHTON, BRISTOL AIRPORT PRESTIGE, BRISTOL CITY, BRISTOL CITY PRESTIGE, BRISTOL TEMPLE MEADS, BURY ST EDMUNDS, CAMBRIDGE PRESTIGE, CARDIFF PRESTIGE, CARMARTHEN MEET & GREET ONLY, CHESTER, COLERAINE, DARLINGTON, DERRY AIRPORT - CITY OF, DOVER, EAST MIDLANDS AIRPORT, and LONDON HEATHROW AIRPORT. A detailed view for 'LONDON HEATHROW AIRPORT' is shown in a separate window, displaying the station name, address (Northern Perimeter Road West, TW6 2QE), a Google map, and opening hours (00:00 - 23:59) for all days of the week. A 'BOOK NOW' button is visible at the bottom of the detailed view.

Additional Information

The page will display any information specific to your company.

The screenshot shows the 'Additional Information' page on the Europcar website. The navigation menu is the same as in the previous screenshot. The main content area is titled 'Additional Information' and contains a message: 'Hire Car services are provided to your company by Europcar via this on-line booking tool.' Below this is a section titled 'Application Faults' with the text: 'If you experience problems or receive error messages with the application itself (not network or connectivity to the site) please log the fault with onlinesystems@europcar.com outlining the difficulty or issue'.

Feedback Form

The feedback form has a drop down list with four options; Website query, Billing enquiry, Customer Service Feedback, and Corporate account enquiry. The form will pre-populate with the users email and name. The user can then fill out the appropriate information, and once it has been submitted the form will be sent to the relevant department within Europcar for a response. A link to the Feedback Form can also be found in the site footer, titled 'Feedback'.

The screenshot shows the 'Feedback Form' page on the Europcar website. At the top, there is a navigation bar with links for Home, Reservations, Rentals, Administration, Information, and Help. Below this is the Europcar logo and the slogan 'moving your way'. The form itself is titled 'Feedback Form' and includes several fields: a dropdown menu for 'What do you want to contact us about?' (with 'Please select' as the current selection), text boxes for 'What is your name?', 'What is your email address?', 'What is your phone number?', and 'What is your RA/Reservation Number?'. There is also a larger text area for 'What are the details of your enquiry?'. A yellow 'SUBMIT' button is located at the bottom of the form. A small 'tom.t' watermark is visible in the top right corner of the form area.

Help

Europcar.biz has an online help guide in PDF format; simply click on the 'help' section for this to display.

The screenshot shows the footer of the Europcar website. It features a navigation bar with links for Home, Reservations, Rentals, Administration, Information, and Help. The 'Help' link is highlighted in yellow. To the right of the navigation bar is a 'LOGOUT' button. Below the navigation bar is the Europcar logo and the slogan 'moving your way'. To the right of the slogan is the website address 'europcar.biz'. At the bottom right, there is a small text string: 'tom.boden@dev.europcar.com logged in as EUROPCAR UK STAFF HIRES'.