

Instructions for making a reservation paying with your credit card

Step 1: Log into your profile if you are a Gold member. Proceed to Step 2 if you are not a Gold member and ask yourself “why not?”

Step 2. Enter your destination and return location and dates needed. Choose your age group from the drop down screen.

Step 3: Select your car size and ensure the correct **CDP (see list)** is displayed. Select business or leisure and quote me the program my company has negotiated and submit as guest or member. You will select guest if you have not set up your Gold account.

You can enter coupons for leisure rentals to see if additional discounts will apply. Otherwise skip these sections.

Step 4: Choose the vehicle you need.

Step 5: Additional options for your rental will display. On business rentals the LDW box will be checked as it is included in your rate. You do not need to add additional insurance. Click Submit at top right.

You will receive a pop up to sign up for Gold now if you are not a member and pay with your own travel or personal credit card. Ask yourself why not. You can earn points for free days and expedite your experience.

Step 6: Enter your name and email address. Verify accuracy on the right hand side before continuing to ensure everything is correct.

Step 7: Scroll down and click submit if everything is complete.

Step 8: Once you click submit your reservation will appear with your confirmation number. Check your email for your reservation confirmation.



Instructions for making a reservation using your billing account (Applicant program)

Step 1: Go to Hertz.com and scroll to the bottom of the page: Under Travel Agents select “Applicant Program”

Step 2: Follow steps 2 through 8 from above. You can book multiple reservations while logged in under your Applicant program.

Step 3: Go to top right of page and logout when you have completed bookings.

You will receive an email with the confirmation that can be forwarded to your travelers.

If you do not have a billing account established and would like to, please contact Laura Melish to assist in getting an account set up. You can use your travel card or we can set up traditional billing. Call to discuss options. [Lmelish@hertz.com](mailto:Lmelish@hertz.com) or 303-944-5728

**Tax Exemption process**

The State of CO and it’s entities may be eligible for tax exemption on rentals in Colorado. You MUST present your tax exemption information to the agent at the counter when renting or returning the vehicle. We are unable to store this information so it must be presented each time.

If you have tax exemption status in other states, the process is the same.



Instructions for renting a vehicle

Step 1: Make a reservation. (Sign up for Gold Plus Rewards if no billing is needed)

Step 2: As a Gold member you will receive notification when your flight lands and will be instructed on where your car is and what kind of car you have been assigned. You will also have the option to change cars or you can go to Gold Choice area and choose the car of your liking. In order to take advantage of Gold Choice you must have reserved a mid-size or larger.

Step 3: First time Gold members will need to proceed to the counter for identity verification. After your first rental, you will have your car waiting for you as long as your flight is included in your reservation.

Step 4: Non Gold customers will proceed to the counter to process your rental. You will need your driver’s license and credit card with your name embedded on the card. The estimated rental + $150 will be authorized on your credit card. Once the car is returned the addition funds will be released. The deposit is required to ensure we have enough to cover and additional charges or fuel.

Step 5: Complete a walk around to ensure there is no damage on the vehicle and notify the gate attendant or a Hertz employee to ensure the existing damages are noted. The Insurance card and registration for the vehicle will be in the glove box. Keep your rental agreement in the vehicle as it serves as your authorization to operate the vehicle.

Step 6: All company employees are authorized operators as long as they qualify to drive and or rent the car. There is no charge and so not have to be added to the rental agreement.



Instructions for returning a vehicle to an Airport or Hertz Local Edition location

Step 1: Replace the fuel you used and retain a receipt.

Step 2: Return the vehicle (the airports have Instant Return Representatives that will meet you at your car and get you on your way. We also have Express receipts available for Gold members. Just drop the car and go. We will email you the receipt (must have email address in your profile).

The Off airport, Hertz Local Edition locations, may have after hour drops available. Your charges continue until we open for business on the next work day.

If an accident or damage occurs you must notify Hertz and complete an accident report.



Instructions on setting up and updating your Hertz Gold profile

New Gold member enrollment

**Updating Gold**

**Step 1**: Go to Hertz.com and log in to your profile. Click on “My Account”, select “my Profile” and update as needed.

First time users will need to set up a user ID and password. Click “forgot” if you need to get a new ID or password and it will be sent to your email. You must know your Gold account number to use this function. If you need help please contact Laura Melish at Hertz.

You can update your profile, check on your points, find missing receipts and print a Gold card for your records.

**New member log on screen**. Once you have created your account you will need to log in and create a user name and password. You will log in each time to make your secured reservations.

**Step 2**: Update personal information which includes driver’s license and Corporate Discount Program (CDP) number. Select ***EDIT*** next to each section to update your information.

**Step 3:** Update your contact information. In order to receive Mobile Alerts when your flight lands you must enter an email address or cell phone number and select your preference. An email address is also required to receive receipts of closed rentals (e-receipts).

**Step 4:** Update your address and billing information. Select the order of use for your credit cards. The Hertz Charge Card should display as the primary card. You can toggle between cards for personal rentals when booking at Hertz.com.

*Current address is vital. Today the toll road companies will mail toll invoices to the address on file.*

**Step 5:** To earn points for free day rentals, accept Gold Plus Rewards. Hertz will not be able to notify you of issues or specials if you decline to receive emails from us. We send very few emails and all have value. We recommend you accept emails from Hertz.

**Step 6:** Select the preferred vehicle based on company policy and decline all optional insurance. You can add insurance for personal rentals at the counter.

*If you travel internationally, you will need to complete your profile for those areas by clicking on Europe or Australia. If you do not complete these, you will not receive Gold service for those rentals.*

**Step 7:** Verify all information is accurate and click complete. If successful this screen will appear. If there are any error messages, it will identify the error. You will proceed to the section with the error and fix the error.

CONGRATULATIONS! Your account is now updated and you are set to enjoy uninterrupted service.

If you have issues please feel free to contact our Hertz Representative, Laura Melish. She can be reached at [lmelish@hertz.com](mailto:lmelish@hertz.com) or 303-944-5728.

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**Booking a personal rental and changing your form of payment**

**Step 1:** Login to your account

**Step 2:** On the left side of the screen, select “Book a car” And enter your location of pick up and dates or rental

**Step 3:** Select your car size and click to redeem your Gold Plus Rewards points click here. Make sure your CDP appears (if a different number appears you need to update your profile to reflect the State of CO CDP. Select business or leisure and submit.

**Step 4:** Select your car

**Step 5:** Select any add on services or products and click submit. LDW and liability coverage is included with the pricing agreement with the State of CO so will decline all insurance on business rentals. The box should be pre-checked when you get to this screen if business was selected.

**Step 6:** Verify your email address and use the drop down to change your form of payment. See below for examples

**Step 7:** Add your airline information. Airline is required to receive Gold service. We track your flight so if it is not entered we do not know when to expect you.

Your Itinerary will display on the right hand side of the page. To verify the booking, all charges will be displayed. Once you confirm all of the information is complete, click “submit” at the bottom of the page and a screen will appear with your reservation number. An email will also be sent to the address in your profile.

You can continue making reservations or log out and you are finished.