

**National Car Rental Program  
2009-2010 Benefits  
Contract ID # 5004461**

**\*\*\*\* An Electronic Version of this letter and Q& A, with all Web links embedded, is available on the University of Iowa Travel Preferred Vendors Car Rental Page. Enter this URL in your web browser. <http://www.uiowa.edu/~fustd/travel/Trav%20Pref%20Vendors/national.htm> \*\*\*\***

The University of Iowa participates in the preferred car rental agreement between the Big Ten Conference and National Car Rental. National is the recommended car rental supplier for all university business travel. With National, you can be sure of full contract benefits at all U.S. locations. ***The many benefits of the specially negotiated program extend to both personal and business travel.***

In order to help you understand the benefits of the National Car Rental program, we have compiled a list of commonly asked questions and answers below.

**Q: What are the benefits of the Big 10 Agreement with National Car Rental?**

- A:
- Unlimited mileage (with some exceptions)
  - Our lowest rate is always guaranteed
  - A discount of up to 10% on promotional and holiday rates
  - Special Internet Rates
  - Complimentary Emerald Club membership
  - Loss Damage Waiver included in rate
  - Liability insurance included in rate
  - Minimum rental age is 21
  - No drop charge on one-way rentals
  - Applies to both business and personal travel

**Q: Who is an eligible renter under the Big Ten contract with National?**

- A: All faculty and staff, including immediate family (spouse, domestic partners, and children 21 years and older residing in the same household), retirees and their spouses, on business and leisure rentals. The contract also extends to consultants, contractors whose car rental expenses are being reimbursed by the university and graduate students on business rentals.

**Q: What qualifications does a graduate student have to meet to be eligible?**

- A: Graduate students who are part time employees of the University of Iowa are considered eligible renters on business rentals. All Graduate Students will need to provide a letter on university letterhead, signed by their Supervisor, stating the purpose of the rental is business related.

**Q: How do I know I'm getting the lowest rate?**

- A: At the time of reservation, National will compare the negotiated rates with other available retail rates. The lower rate is confirmed and guaranteed. In addition, National Car Rental will apply a discount of up to 10% off promotional and holiday rates. Be sure to identify yourself by providing the University's corporate discount number **5004461**.

**Q: Under what circumstances would I be offered a rate with a mileage cap?**

- A: National's Big 10 Contract rates for **car** rentals include unlimited mileage in most cases. Vans and minivans have applicable mileage caps after which a .30/mile charge applies. One way rentals for car classes larger than full size and certain promotional rates may include a mileage charge.

**Q: Is there a drop charge for one-way rentals?**

- A: There is no drop charge for those rentals that are confirmed as a one-way rental. (unauthorized one-way rentals will incur a drop charge). One way rates for car classes Economy through Fullsize are charged \$79.00 per day. Cars larger than Full size are charged the Local Daily Rate plus \$.30 per mile from mile one. Some promotional and one way rates may include a mileage cap." Area differentials apply making the daily rate higher in some locations. Lower daily rates apply for some

special City pairs (i.e. Chicago to/from Cedar Rapids) See the [National Rates and Benefits](#) link on the Travel Rental Car Page for a full list of these city pairs and applicable area differentials, and other pertinent information.

**Q: Are there additional charges for Young renters?**

A: The minimum rental age at most locations is 21. No additional charge will be assessed at time of rental when a renter is over the age of 25. Renters *under* the age of 25 on UI business must present a memo on UI letterhead, stating the business purpose of the rental, and signed by their supervisor, in order to have the Young Renter charge waived.

**Q: How do I make a reservation?**

A: There are a number of reservation options:

- Online via the Travel Website (**recommended method**). Go to the [National](#) site on the Travel Web page and click on the "[Reserve](#)" link. This reservation link is customized to default the UI contract ID into your reservation automatically.
- Online with your Emerald Club login **if** your membership is associated with the University of Iowa Contract (see details below).
- Contact one of the University's Preferred Travel Agencies to assist you with your reservation. Be sure to ask them to include the University's Contract ID # in the reservation.
- Call 1-800-CAR-RENT or go to [www.nationalcar.com](http://www.nationalcar.com). You **must remember to manually enter the UI contract ID 5004461** in the reservation if using this public website or give the contract number to the reservation agent in order to obtain the contract rates and benefits.

**Q: Is there a benefit to booking directly with National via the Internet?**

A: Yes! The Big Ten contract rate for pick up and return to same city (not applicable on one way rentals) is reduced by \$2 per day when you make your reservation via the custom web link above.

**Q: What is the Emerald Club Program?**

A: The Emerald Club is National's frequent renter program, providing members with exclusive benefits and privileges to make renting faster and easier, and make your business travel more productive. It gets you away from the crowds at the counter and takes you directly to the Emerald Club Aisle, into the fully equipped car of your choice. Once you've selected the car you want, simply drive to the gate, show your Emerald Club card, credit card, and a valid driver's license and you're on your way.

**Q: Do I have to be an Emerald Club member to rent from National and receive contract benefits?**

A: No. If the University's contract ID number is included in your rental reservation, you will receive the contract rates and insurance coverage, but there are benefits to being an Emerald Club member.

**Q: What are the benefits of membership?**

A: Member benefits include:

- Counter bypass with Emerald Club Aisle Service and Emerald Reserve Service<sup>SM</sup> at most major U.S. airports
- Member's only counters with pre-printed rental agreements at over 400 airports in the U.S. and Canada
- Earn credits redeemable for free car rental days
- Expedited online reservation process
- Access to an exclusive member services hotline
- Upgrade opportunity to the next membership level – Emerald Club *Executive*<sup>SM</sup> – with only 12 rentals in a calendar year

**Q: How do I enroll in the Emerald Club?**

A: There are two (2) ways to enroll. For instant enrollment, go to the [National](#) site on the Travel Web page and click on the "[Enroll Now](#)" link, complete the application and click the submit button. **This is the fastest and easiest way to enroll and will ensure that your membership is affiliated**

**with the University of Iowa's contract.** Your number will be returned immediately. Enrollment is also available by presenting the enclosed Complimentary Emerald Club membership coupon at any National Car Rental Counter in the United States.

**Q: What if I am already an Emerald Club member?**

A: If you are already a member you do not need to re enroll. However, you should ensure that your Emerald Club profile is up to date and contains correct data, including the University of Iowa name, the corporate discount number, **5004461**, and your current credit card information. You may view and update most information in your profile online by logging in to [www.EmeraldClub.com](http://www.EmeraldClub.com) and clicking on the Update Profile tab.

If your corporate discount number on your profile does not match the one listed above, you will need to update it by calling Emerald Club Member Services at (800) 962-7070 (M-F, 9am – 6pm EST). Due to verification issues, the corporate discount number cannot be updated online.

**Q: What optional coverages should I accept or decline in my reservations and Emerald Club profile preferences? Will these coverages be reimbursed by the University when I rent from National in the United States?**

A: When traveling in the United States, the University will NOT reimburse you for any optional coverage such as LDW, CDW, Supplemental Liability Insurance, Personal Affects or Personal Accident Insurance. These should be declined on the Emerald Club application and/or at the time of rental unless you wish to pay these as a personal expense. The Loss Damage Waiver and Liability coverage is already included in the rate at no extra charge on **business and personal rentals when using the University of Iowa corporate discount number 5004461.**

**Q: Does National offer a GPS product?**

A: Yes, National Car Rental offers the *Garmin nüvi 265W* GPS unit at over 150 participating locations in the continental US and Canada. To use, simply program in your destination and the Nuvi will guide you with highly detailed preloaded maps and turn-by-turn directions that call out streets by name. Nearly 6 million additional helpful sites to make your business travel faster. The device features pre-loaded maps for North America, a bright 4.3 inch QVGA color display, 14 text and voice languages, 3D map presentation and dual speakers for loud, clear instructions. It is even loaded with every National Car Rental location in the US and Canada so you can find your way back to the location faster. The Garmin GPS units should be reserved in advance and can be picked up at the exit booth or counter for \$8.99 per day. Rental of a GPS unit is a reimbursable expense if necessary in your rental location and for your business purpose and if approved by your department.

**Q: What do I need to know about National's international rates for Business Use?**

A: [International Rates and Terms](#) information is available on the Travel Web page. Most rentals include third party liability and Collision Damage Waiver (deductibles will apply). If this coverage is not included at your location, you should purchase the minimum basic liability coverage. This cost is reimbursable for business rentals.

**Q: Can I charge a National Car Rental for another individual to my Procurement Card?**

A: No. The traveler will be expected to have the Credit Card with them when they pick up the car and you are not allowed to send your card with the traveler. In addition the name on the credit card must match the name of the traveler and the name on their driver's license. One exception to this may be rentals for UI guests who are picking up cars at the Cedar Rapids airport location. The manager at that location may allow these charges on a case by case basis.

*Please Note:* National Car Rental and Enterprise Rent-a-Car are the only car rental companies that have a signed agreement with the Big 10 Conference. With National and Enterprise, you can be sure of full contract benefits at all U.S. locations.

