

# WELCOME TO NATIONAL AND ENTERPRISE



**To:** All Veritiv Travelers  
**From:**  
**Subject:** National Car Rental and Enterprise Rent-A-Car as preferred rental car suppliers

We are pleased to announce National Car Rental and Enterprise Rent-A-Car as the preferred rental car suppliers for Veritiv effective July 1<sup>st</sup> 2014.

## **The Emerald Club - Bypass the counter & choose your own car**

Before your first rental, you must create a membership profile by clicking on the link below (Ctrl + click to follow link). Emerald Club members are recognized at both National Car Rental and Enterprise Rent-A-Car locations. You will need your driver license and credit card to create your profile. Once you have successfully created your profile, you will receive a new Emerald Club number.

<http://www.nationalcar.com/offer/XZ56Z39>

### **Create Login:**

- Once you have received your Emerald Club number, go to [www.emeraldclub.com](http://www.emeraldclub.com).
- Click "Create Login" in the Emerald Club® login box.
- Use your new Emerald Club number located on your member card to complete the login and password page and click "Submit".

### **Access Profile:**

- Return to [www.emeraldclub.com](http://www.emeraldclub.com) and log in using your new login and password to access your profile. Select "Profile Update" on the upper right side of the page.

### **Review Information:**

- Review or update each of the six sections listed under "Profile Update" on the left.
- Click "Save" and "Continue" at the end of each section, even if you're not making changes. This is necessary to complete your profile and avoid delays at the time of rental.

### **Questions:**

- If you have any questions, or if your Contract ID number does not reflect **XZ56Z39** please contact Member Services at 1-800-962-7070 x3 (Monday–Friday, 9 a.m.–6 p.m. EST).

### **Emerald Club Process**

When you arrive at the location, go directly to the Emerald Club Aisle, choose from any available car. Remember that you can choose any car on the Aisle for the price of the reserved midsize. Click on the banner below to view a video outlining Emerald Club process and benefits.



If you have any questions regarding the Veritiv car rental program provided through National Car Rental or Enterprise Rent-A-Car, please contact our Account Manager Josh York @ 615-309-9660 or [Joshua.d.york@erac.com](mailto:Joshua.d.york@erac.com).

## FREQUENTLY ASKED QUESTIONS

### What determines what brand I use?



– Airport rentals.

- Emerald Club.
- Counter By-Pass.
- Choose your own car.



– Local / Home City rentals.

- Over 7000 locations throughout North America.
- Pick-up and delivery options available.
- Long term rental needs – Reduce costs by eliminating airport surcharges and fees.
- Expedited service when utilizing your Emerald Club membership.

**Can I use the National/Enterprise rate for personal rentals?** Yes. The contracted rates apply, however the inclusive Damage Waiver Limited Liability Coverage will **NOT** apply to personal use rentals.

**Will my status with Hertz and/or Avis be the same with National/Enterprise?** Yes, associates will get “match” status. If you have any questions regarding your status contact our Account Manager Josh York @ 615-309-9660 or [Joshua.d.york@erac.com](mailto:Joshua.d.york@erac.com).

**Do I need to purchase insurance when I rent with National/Enterprise?** No, insurance is provided through the Veritiv program and provides travelers with all necessary coverage for car rental bookings in the U.S. and Canada.

**Is there an age requirement to rent a car with National/Enterprise?** Each eligible renter must possess a valid driver’s license issued by the state in which the renter resides and must be 21 years or older.

**Is there any fee for joining the Emerald Club?** The annual Emerald Club fee will be waived.

**Does the base rental rate include unlimited mileage?** Except for one-way rentals, all vehicle classes include unlimited free miles per day and per week, and 3000 free miles per month, as applicable.

**Can my Emerald Club membership be used at Enterprise?** Yes. Your Emerald Club membership can be used at Enterprise locations.