



moving *Lily*'s way

Click4Wheels presentation

2017

Europcar
moving *your* way

CLICK4WHEELS in a nutshell

- ✓ **Professional**
Europcar platform dedicated only for Travel Agent & Tour Operators
- ✓ **Secured access**
Connexion with Partner ID, Login & Password
- ✓ **International**
Website available in 10 languages:
DE / EN / FR / IT / PT / PB / JP / RU / ZH / HU // SL*
- ✓ **Evolutive**
New features are delivered on a regular basis to continuously improve your booking process
- ✓ **Large range of features**

BOOKING	ADDITIONAL FEATURES
FAST: Booking in a few clics	User administration
LARGE CHOICE: Up to 10 vehicules categories displayed	Mark-up or fee management
FLEXIBLE: Duplicate, modify or cancel existing booking	Reportings
SMART: Quotations can be saved or sent per email	

*

CLICK4WHEELS in a nutshell

Reservation Customer files Fee Management Users Extraction Product Info Europcar Hotline Log Out

Start a booking

Pick-up city: PARIS BASTILLE
 60-62 BOULEVARD DIDEROT
 75012 PARIS, France
 Tel: 0977403250

Return city: PARIS BASTILLE
 60-62 BOULEVARD DIDEROT
 75012 PARIS, France
 Tel: 0977403250

Equipment(s)/Extra(s) Duration: 2 Day(s)

Payment: Credit card
 Rate Type: Tarifa Internacional (Super Drive)

Rate quote choice:
 For a specific vehicle: MBMR - fiat 500 **Rate quote**

To obtain up to 10 immediate proposals: 1 to 10 Rate quotes

RATE QUOTE: in Euros

Vehicle class	Sample model	Min. Age(1)	Price(2)	Fees
Mini	MBMR - Fiat 500	> 18 years	171.60	39.60
Compact	CDMD - Peugeot 2008 gPs	> 18 years	256.10	59.10
Economy	ECMR - Peugeot 208	> 18 years	200.20	46.20
Compact	CDMR - Fiat 500 l	> 18 years	218.40	50.40
Intermediate	IMMR - Vw golf sportsVan	> 18 years	292.50	67.50
Standard	SDMR - Peugeot 508	> 18 years	292.50	67.50
Premium	PDMR - Audi A4 berline	> 18 years	309.40	71.40
Luxury	LVMR - Mercedes vito coMbi 9 places	> 18 years	538.20	124.20

Optional insurances:

Windscreen, lights and tyres cover 18.19 EUR for rental

insurance.RSA 10.39 EUR for rental

Caption: Save Send Print

◆ Vehicle available ◆ Vehicle to be confirmed by Europcar

(1) Mandatory young driver insurance : Click on "Equipment(s)/Extra(s)"

(2)

- Agency fees included
- VAT included
- Rate(s) quoted is/are guaranteed on the day of the quote (until 11:59pm GMT) and may vary afterwards.

Booking

Reservation Customer files Fee Management Users Extraction

Type of fee	Amount	Value	Creation date
<input checked="" type="radio"/> Fixed fees	10.00 %		24/04/2015
<input type="radio"/> Fixed fees	10.00 %		11/04/2016
<input type="radio"/> Fees based on contract	33.00 Euros	51525386	11/04/2016
<input type="radio"/> Fees based on invoiced customer	10.00 %	Agency	11/04/2016

Copy New Modify Delete Cancel Ok

Type of fee: Fixed fees
 Amount: % or Euros

New Modify Delete Cancel Ok

User information

Name: Exp. on:
 Tel: Fax:
 User ID: Password:
 Email:

User administration Fee Management Product information

Customer Files Management

Authorise the user to manage

- his/her own files only
- all user's files
- his/her files and the files of this/these user(s):

Fee management

User creation

On this page, you will find information and contacts helping you to use the Click 4 Wheels website ©.

Click 4 Wheels Hotline (De lunes a viernes de 09:00 a 19:00):
 Tel: 91 343 45 10

Europcar Customer Service :
 mailto:Online_Support.es@europcar.com

Frequently Asked Questions (FAQ)

- How can I see an overview of the Europcar Fleet?
- How can I check Europcar's worldwide locations?
- How can I get a Europcar quote?
- How can I confirm a Europcar booking?
- How can I view, amend or copy existing Europcar bookings?
- How can I contact you about other questions on the use of Click4Wheels?
- How can I get a quick training on Europcar's Click4wheels ?

Help tab

Booking process, 1/2



All booking process stands in only one page!

Reservation Customer files Fee Management Users Extraction Product Info. Europcar Hotline Log Out

Start a booking **1**

Pick-up city: PARIS BASTILLE 03 October 2016 10:00
60-62 BOULEVARD DIDEROT
75012 PARIS, France
Tel: 0977403250

Return city: PARIS BASTILLE 05 October 2016 10:00
60-62 BOULEVARD DIDEROT
75012 PARIS, France
Tel: 0977403250

Equipment(s)/Extra(s) **2** Duration: 2 Day(s)

Payment: Credit card **3**

Rate Type: Tarifa Internacional (Super Drive) **3**

Rate quote choice:
For a specific vehicle: MBMR - fiat 500 **4** Rate quote
OR
To obtain up to 10 immediate proposals: 1 to 10 Rate quotes

RATE QUOTE: in Euros Rate conditions

Vehicle class	Sample model	Min. Age(1)	Price(2)	Fees
Mini	MBMR - Fiat 500	> 18 years	171.60	39.60
Compact	CDMD - Peugeot 2008 gPs	> 18 years	256.10	59.10
Economy	ECMR - Peugeot 208	> 18 years	200.20	46.20
Compact	CDMR - Fiat 500 l	> 18 years	218.40	50.40
Intermediate	IMMR - Vw golf sportsVan	> 18 years	292.50	67.50
Standard	SDMR - Peugeot 508	> 18 years	292.50	67.50
Premium	PDMR - Audi A4 berline	> 18 years	309.40	71.40
Luxury	LVMR - Mercedes vito coMbi 9 places	> 18 years	538.20	124.20

Optional insurances:
 Windscreen, lights and tyres cover 18.19 EUR for rental ⓘ
 insurance.RSA 10.39 EUR for rental

Save Send Print

Lightbulb icon

Code ACRISS : MBMR
Class : Mini 2 Doors,Manual,A/C
Example : Mini 2 Doors,Manual,A/C
4 3 1

1

Choose your city and station

2

Choose your equipments (GPS, additional driver, ...)

3

Choose your mean of payment and your rate type

4

1/ Select the vehicle you want to book
OR
2/ Display up to 10 vehicules and choose the one you need!
Price and fees will be displayed as well.



Don't want to book now?
You can save your quotation. It will be available 72h on the website.
You can also send it per email or print it.

Booking process, 2/2

Caption :

◆ Vehicle available ◆ Vehicle to be confirmed by Europcar

(1) Mandatory young driver insurance : Click on "Equipment(s)/Extra(s)"

(2)

- Agency fees included
- VAT included
- Rate(s) quoted is/are guaranteed on the day of the quote (until 11:59pm GMT) and may vary afterwards.

Driver last name **5** **First name**

Europcar ID [Forgot your Europcar ID ?](#)

File Ref. Flight nr. (airport locations)

Customer's email Customer's language

Agent

Agency tel nbr

Remarks
in English for
locations abroad

This site is on a secured server, all your details are encrypted.

Payment with card

Name of holder **Card Type**

Card number **Expiry date** **Security code**

6

Warning: this is an airport location, please enter your flight number, so that we can keep up-to-date of your due arrival time and keep the vehicle.



5

Enter your personal information and your payment details.

Only the bold fields are mandatory!

6

Confirm!



Booking in a airport or railway station?

Enter your flight number. If your flight or train is delayed, the station will be able to check your arrival time to keep you your vehicle.

Confirmation booking

Confirmed reservation



EUC-ES and Europcar are pleased to confirm your car rental booking below: you can either print this email or quote your Booking number on arrival at the Europcar location. A valid driving licence (both parts in the case of a 2 part UK driving licence), held for at least 12 months must be presented on arrival at the Europcar counter. Modifications / cancellations may be made prior to the start of the rental: please check the terms and conditions. A Major Credit Card (Amex, Diners, MasterCard, Visa) must be presented at time of vehicle pick up for deposit.

Rate type : Public rates
Reservation nr. : 1041578387
Payment : Full credit voucher
E-voucher nr. : 51046827
Reservation Date : 02 August 2016
FILE Ref. :
Agent : TEST AGENT

Customer Information

Name : TEST
First name : TEST
Europcar ID :

Information about the rental

Pick-Up

17 October 2016 at 09:00
PARIS ORLY AIRPORT WEST
ORLY OUEST AIRPORT
94546 ORLY
France
Tel : 0825825460
Fax : 0149754844
Opening hours :
06:00 - 23:59



Return

19 October 2016 at 09:00
PARIS ORLY AIRPORT WEST
ORLY OUEST AIRPORT
94546 ORLY
France
Tel : 0825825460
Fax : 0149754844
Opening hours :
06:00 - 23:59



Car Category : MBMR

Example : Fiat 500

Vehicle class : Mini 2 Doors,Manual,A/C

Equipment(s)/Extra(s) :

Duration : 2 day(s)

Remarks :

Price Incl. VAT : 200.20 Euros

Included in the price*

- Theft waiver (TW). Unwaivable charges may apply Excess amount : 850.00 EUR
- Licenses and Fees (L.A.F)
- Collision Damage Waiver (CDW). Unwaivable charges may apply Excess amount : 850.00 EUR
- Premium Station Surcharge (example: Airport station)
- 500 KM for the rental and 0.37 EUR (0.44 EUR VAT included) per KM additional



You can print your confirmation
or send it per email

You will find on it all usufful information
you need about the station or what is
included in your price

Customer files – Manage booking

SEARCH Customer files | **SEARCH RATE QUOTE**

1 Login ADM

Driver last name

Pick-up date Pick-up city Flight nr.

Creation date 03/08/2016 Reservation nr. Agent

Reference file **Search**

1 reservation(s) found

Name	Booking Nbr	Status	City	Pick-Up	Return
TEST	1041599156	Confirmed	ORLY	14/11/2016	16/11/2016

3

2

Display Copy Modify Cancel

Caption : Confirmed To be confirmed by Europcar Cancelled On request

SEARCH Customer files: Manage your booking

1 Look for your booking using the most convenient field for you (driver name, creation date, etc)

2 Display, modify or cancel the booking you choose. Duplicate a booking to save time on regular requests

3 You can also check the status of your booking

Customer files – Manage quote

SEARCH Customer files | **SEARCH RATE QUOTE**

1 login ADM
Driver last name Driver's first name
Pick-up date Pick-up city Agent

Search

Name	First name	Quote	PICK-UP	City	User	Agent
<input checked="" type="radio"/> TEST	TEST	05/08/2016	18/10/2016	ORLY	ADM	TEST AGENT

2 **Display**

SEARCH Rate Quote:
Manage your quotations

1

Look for your quotations with the most convenient field for you (driver name, pick-up date, etc)

2

Display your quotation
You can then make your booking with the field already populated



The quotation is saved here during 72h.
After,, it is automatically removed.

ADMIN PART – travel agents

Fee management

The screenshot shows a software interface with a menu bar at the top containing 'Reservation', 'Customer files', 'Fee Management' (highlighted), 'Users', and 'Extraction'. Below the menu is a table with two rows of data. Below the table are several buttons: 'Copy', 'New', 'Modify', 'Delete', 'Cancel', and 'Ok'. At the bottom, there is a form with a dropdown menu for 'Type of fee' set to 'Fixed fees' and a label 'Amount' followed by two input fields for percentage and Euros.

<input type="radio"/> Fees based on contract	33.00 Euros	51525386	11/04/2016
<input type="radio"/> Fees based on invoiced customer	10.00 %	Agency	11/04/2016

Buttons: Copy, New, Modify, Delete, Cancel, Ok

Type of fee: Fixed fees

Amount: [] % or [] Euros

Admin can manage handling fees which will be included in the final rate quote

Choice between fixed fees, fees based on contract, ...

Users

Partner information

Partner ID EUC1-ES Exp. on never

Name and address **Name and invoicing address**

EUC-ES EUC-ES
XXX N° XXX N°
0000 MADRID 0000 MADRID

Business Account and means of payment

User ID Name **Search**

User ID	Name	Tel	Crea. on	Exp. on
TEST123	TEST NEW	0144908010	11/04/2016	
TST	TEST	0000	11/12/2015	

New **Modify** **Delete** **Cancel** **Ok**

User information

Name Exp. on
Tel Fax
User ID Password
Email

Menu User administration Fee Management Product information

Customer Files Management

Authorise the user to manage

his/her own files only
 all user's files
 his/her files and the files of this/these user(s): ex: ADM,SCR,DRC10

1

Summary of partner information:

Partner ID, address
Business Account
Means of payment

2

Users management
(create / Modify / Delete)

3

User creation & rights definition:
-Features accessibility
(user administration / fee management /
product page)
- Access to other users' bookings

Extraction


Extract **New** **Modify** **Delete** **Cancel** **Ok**

Description de l'extraction

Name

Email

Email cc

Frequency 

Now

Weekly


Mon Tue Wed Thu Fri Sat Sun

Monthly

J F M A M J J A S O N D

day(s) Example: 2,14,30


Criteria


Date type : 

Creation date **Pickup date**

Since

From **To**

Columns to add 

List of columns 

- Agent
- Business account number
- Car category
- Checkin country code
- Checkin date
- Checkin station ID
- Checkin station name
- Checkin time

Added columns

- Business Type
- Creation Date

If you need data on your bookings, you can use the EXTRACTION tab

Personalize your report by choosing:

- Your frequency (one-shot or regular basis)
- The period
- The datas you want to extract among an important range

ADMIN PART – tour operators

Central mark up

Reservation | Customer files | **Central Mark-up** | Rate Estimate | Users

Sale period from : To :

Destination Country or a geographical area

Data sort Sale period

Sale period From To

Rental period From To

Duration From at day(s)

Destination Country or the geographical area

Category(ies) ex: EBMN,CDMR,SDAR

Mark-up % or Euros

Admins can manage their margins which will be included in the final rate quote

Different criterias may apply: sales period, duration, Country, Mark-up (% or amount)

It is possible to set up different margin according to the time period

Date de réservation 02 ▼ Août 2016

Catégorie B / EDMR - volkswagen polo diesel

TARIFS : en Euros

Période de location	Au	Prix achat	Marge	Prix vente
Du 02 Août 2016	Au 31 Août 2016	148.00	25.00%	185.00
01 Septembre 2016	30 Juin 2017	148.00	20.00%	177.60
01 Juillet 2017	02 Août 2017	148.00	0.00	148.00

Simulation tab

You can do a simulation of the margin according to the time period

Rate estimate

Reservation Customer files Central Mark-up **Rate Estimate** Users

Rate estimate

Pick-up city
ORLY OUEST AIRPORT
94546 ORLY , France
Tel: 0825825460

Return city
ORLY OUEST AIRPORT
94546 ORLY , France
Tel: 0825825460

Equipment(s)/Extra(s) **Duration** : 2 Day(s)

Payment

Rate Type CD / contract nbr : XXX

Category

RATE QUOTE: in **Euros (guaranteed)** **Brazil Real**

Reservation Period		Purchase Price	Mark-up	Sale Price
From	To			
02 January 2017	06 February 2017	90.74	0.00	90.74

Admins can manage their own margins on Click4Wheels.

Base price / mark-up / total price are displayed

Users

1 Reservation Customer files Central Mark-up Rate Estimate **Users**

Partner information

Partner ID TEST-BR Exp. on never

Name and address **Name and invoicing address**

TEST BR TEST BR
XXX XXX
0000 XXXX 0000 XXXX

Business Account and means of payment

User ID Name **Search**

User ID	Name	Tel	Crea. on	Exp. on
No result				

2 **New** **Modify** **Delete** **Cancel** **Ok**

User information

Name Exp. on
Tel Fax
User ID Password
Email

Menu User administration Mark-up administration Rate estimate

Customer Files Management

Authorise the user to manage

his/her own files only **3**
 all user's files
 his/her files and the files of this/these user(s):
ex: ADM,SCR,DRC10

1

Summary of partner information:

Partner ID, adress
Business Account
Means of payment

2

Users management
(create / Modify / Delete)

3

User creation & rights definition:
-Features accessibility
(user administration / mark-up
management / product page)
- Access to other users' bookings

OTHER

- How can I see an overview of the Europcar Fleet?

Europcar's fleet varies according to the rental country and we will show you an example model for every rate quote you make, on the right-end side of your Click4wheels screen, once you've selected the pick-up city and dates. If you wish to have an overview of the Europcar fleet in your country of residence please click here <http://www.europcar.com/EBE/module/fleet/showFleetList.do?selectedCode=Standard>



- How can I check Europcar's worldwide locations?

Europcar's network covers 10000+ locations throughout 130+ countries covering Europe, Africa, the Middle East, Latin America and the Asia-Pacific region. Europcar locations can be found in all major airports, railway stations, and large towns and cities. If you need to check a specific Europcar location please click here <http://www.europcar.com/EBE/module/render/Worldwide-Locations>



- How can I get a Europcar quote?

You just need to enter destinations and dates then select the Europcar product adapted to your client needs in the 'Rate quote' menu.

You can choose then between two rate types: first rate type gives you a quote for a specific vehicle category (two upgrade offers are proposed), second rate type quotes for more flexible needs.

The rate quote is displayed with the description of the rate conditions (insurance cover, options included ...) You can save it during 72 hours (it can be viewed from the « Customer files» tab) and print it.

Important : Rate quote and conditions attached are not guaranteed by Europcar until a booking is made and confirmed with a Europcar reservation number.



- How can I confirm a Europcar booking?

Minimum advance booking time is 2 hours before vehicle pick-up time (local pick-up time).

Once you proceed with the rate quote, you need to fill in the information form on the main driver before confirming the reservation. You will then receive an answer on the reservation status.

The reservation can be confirmed from a previously saved rate quote retrieved from the « Customer files» section.

Need help?

Use the Europcar hotline tab!

You will find useful information, like
Frequently asked questions

or

Contact datas if you need support.

Other features

Save time when you access to Click4Wheels with these features!

1

“Add to my Favourites” for a quick link to the tool via favourite internet addresses

2

“Create a link on desktop” to create a shortcut on desktop (which will include login/password info)



Direct link on your own intranet is also possible

Reservation Customer files Fee Management Users Extraction Product info Europcar Hotline Log Out

Start a booking

Pick-up city City, postal code, country p 07 August 2016 09 : 00

Return city City, postal code, country p 09 August 2016 09 : 00

EUC-ES
XXX N°
0000 MADRID
EUC ES [Modify your profile](#)

Save time:
Add to my favourites ! 1
Create a link on my desktop ! 2

We are continuously improving Click4Wheels to fit your needs and propose you the best experience.

New features will come soon!

How to contact us

*If you have trouble to book through Click4Wheels,
please contact us:*



moving *your* way

Europcar

moving *your* way