

Click4Wheels presentation 2017



CLICK4WHEELS in a nutshell

Professional

Europear plateform 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

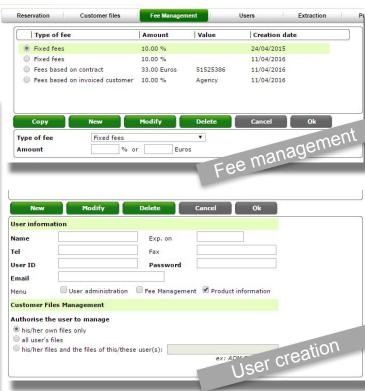
✓ Large range of features

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





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



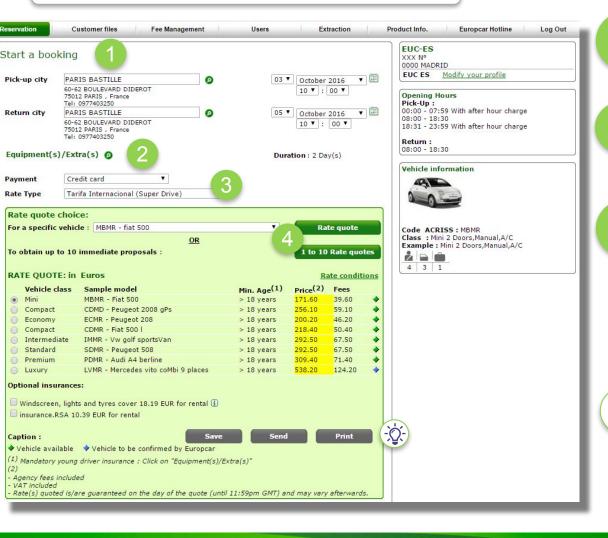




Booking process, 1/2



All booking process stands in only one page!



- Choose your city and station
- Choose your equipments (GPS, additional driver, ...)
- Choose your mean of payment and your rate type
 - 1/ Select the vehicule 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

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



Enter your personal information and your payment details.

Only the bold fields are mandatory!

6 Confirm!



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



Confirmation booking







Confirmed reservation

EUC-ES and Europear are pleased to confirm your car rental booking below: you can either print this email or quote your Booking number on arrival at the Europear 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 Europear 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 : Reservation nr. : Payment : Public rates 1041578387 Full credit voucher 51046827

E-voucher nr. : Reservation Date :

02 August 2016

FILE Ref. : Agent :

TEST AGENT

Customer Information

Name: TEST First name: TEST

Europear ID :

Return

Pick-Up 17 October 2016 at 09:00 PARIS ORLY AIRPORT WEST ORLY OUEST AIRPORT

Information about the rental

94546 ORLY

06:00 - 23:59

France Tel: 0825825460 Fax: 0149754844 Opening hours: 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

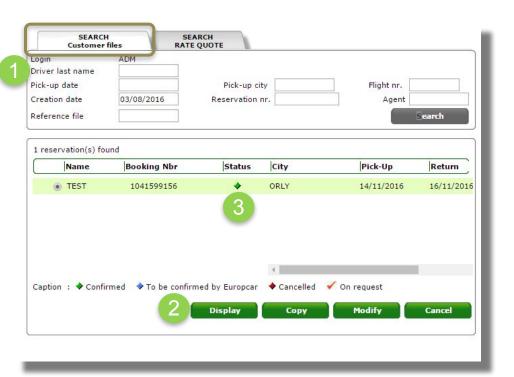


You can print your confirmation or send it per email

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



Customer files – Manage booking



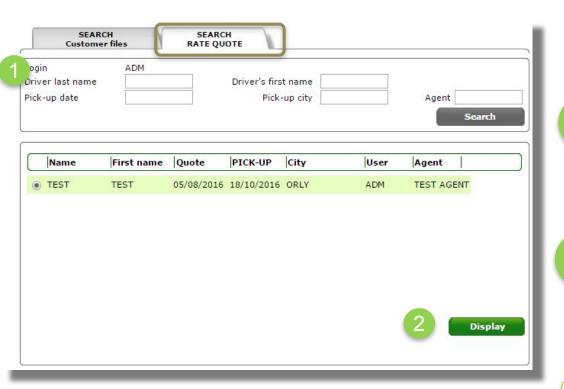
SEARCH Customer files:

Manage your booking

- Look for your booking using the most convenient field for you (driver name, creation date, etc)
- Display, modify or cancel the booking you choose.

 Duplicate a booking to save time on regular requests
- You can also check the status of your booking

Customer files – Manage quote



SEARCH Rate Quote: Manage your quotations

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

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

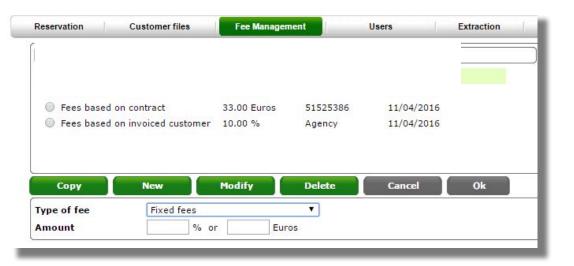


The quotation is saved here during 72h. After,, it is automatically removed.



ADMIN PART – travel agents

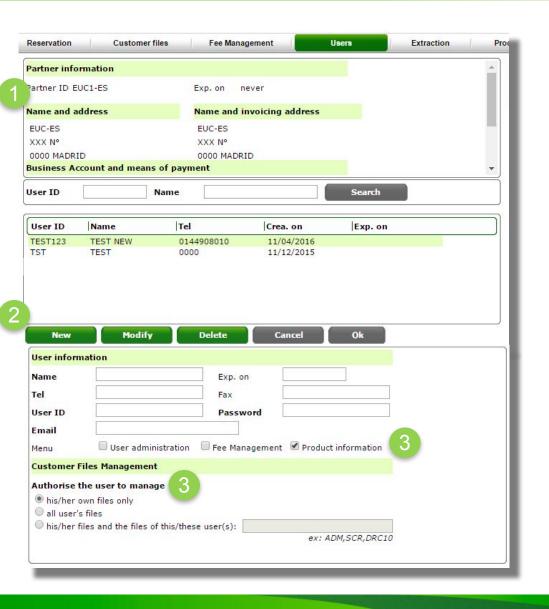
Fee management



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

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

Users



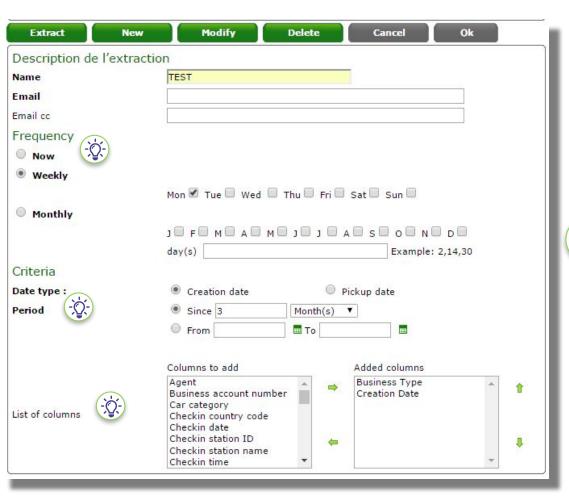
Summary of partner information:

Partner ID, adress Business Account Means of payment

Users management (create / Modify / Delete)

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

Extraction



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



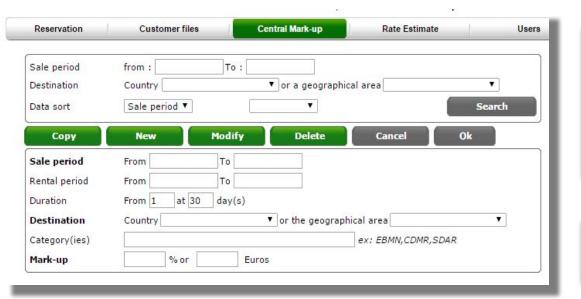
Personalize your report by choosing:

-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



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

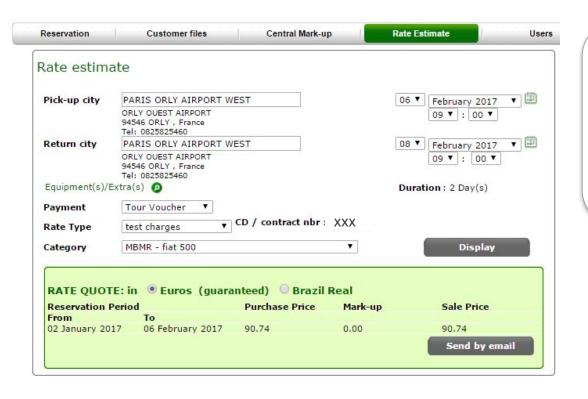


Simulation tab

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



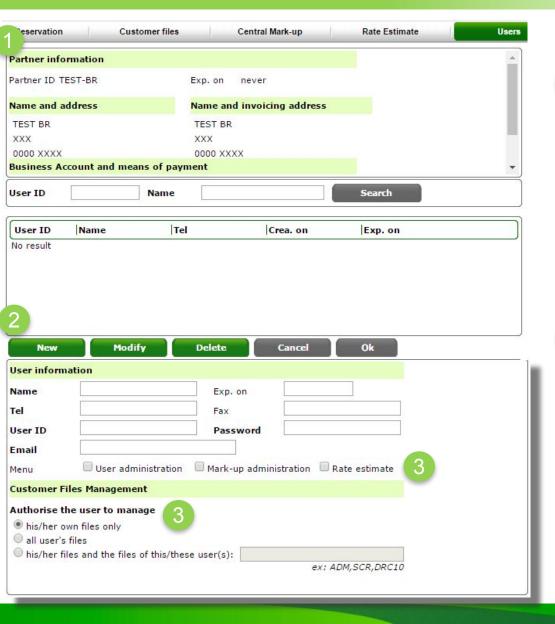
Rate estimate



Admins can manage their own margins on Click4Wheels.

Base price / mark-up / total price are displayed

Users



Summary of partner information:

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management / product page)
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OTHER

Europcar hotline

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

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

Europear'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 Europear fleet in your country of residence please click here http://www.europear.com/EBE/module/fleet/showFleetList.do?selectedCode=Standard



- How can I check Europear's worldwide locations?

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



- How can I get a Europear quote?

You just need to enter destinations and dates then select the Europear 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 Europear until a booking is made and confirmed with a Europear reservation number.



- How can I confirm a Europear 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 Europear hotline tab!

You will find usefull 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



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

