



## Navigating your new Hertz Business Rewards® administrative portal.

This guide will help you understand how this portal works and how each contact (whether primary, secondary and/or travel agent) can benefit from its capabilities.

### Rental Activity

Rental activity for rentals closing after January 1, 2019, will be displayed on the homepage along with any earned Free Day Certificates.

Each contact has the same view of the portal but will receive different emails and alerts depending on whether they are the primary, secondary or travel agent contact.

### Earned Credits

One paid rental day on the HBR CDP# is equal to one credit. Fifteen credits equal one Free Day Certificate. These rental credits will show under the Free Day Certificate Redemption section. Credits accumulate until your company has earned a Free Day Certificate. Credits will be labeled with the reservation # or a description such as Bonus Credits.

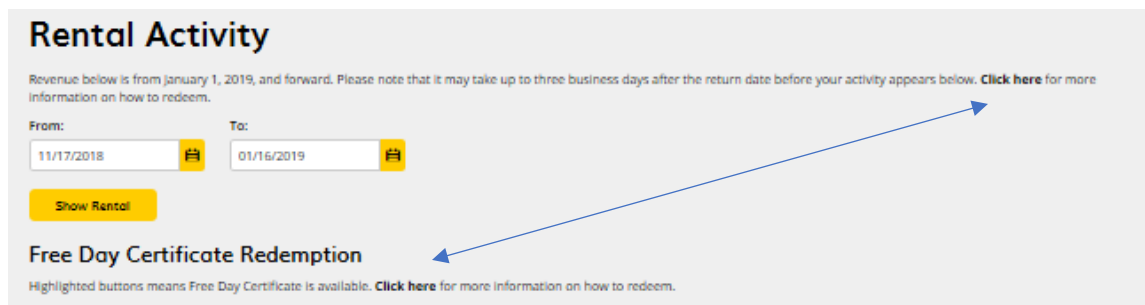
Any remaining credits noted on your Q4 statement under Rental Credit Balance (found at the top of your statement under Account Summary) will be added to the Rental Activity section on the portal homepage as 2018 Rollover Credits in March 2019.

### Free Day Certificates

Redeeming your earned Free Day Certificate is easy. The primary contact will receive an email alert when a certificate is available to be mailed.

Only the **primary contact** on the account is eligible to receive the mailed Free Day Certificates once they have been redeemed. However, the secondary and travel agent contacts may also request that the certificates be mailed by clicking the yellow Redeem button next to the available Free Day Certificate on the homepage. The certificates will be mailed to the **primary contact's address** listed on the About Me section of the portal.


The About Me section will also display a document detailing the new process for redeeming available certificates.



### About Me

The About Me section allows the primary contact to update account information, including mailing address and contact information, plus add a secondary and travel agent contact. Once a primary contact designates someone as either a secondary or travel agent contact, the secondary or travel agent contact will receive an email notification and invitation to enroll into the portal.

Free Day Certificates are mailed to the **business address** in the About Me section.

To edit contact information, please click the yellow pencil icon  to the right of the contact name. Once finished, click Submit for contact updates to process.

**Note:** Secondary and travel agent contacts will only be able to access their personal information. If the primary contact information needs updating and the primary contact is unable to update, please contact the Business Rewards Sales Team for assistance: [businessrewardssalesteam@hertz.com](mailto:businessrewardssalesteam@hertz.com), 888-777-3807.

## Information, News and Tips Tabs

The HBR administrative portal has three robust resource pages that are accessed by clicking on their associated tabs. Refer to these tabs to stay in-the-know about any current promotions, offers or happenings from Hertz.

### Information

The Information tab houses helpful documents regarding billing products and the Hertz Business Rewards, Hertz Ultimate Choice® and Hertz Gold Plus Rewards programs.

You'll also find a link to make reservations using your Hertz Business Rewards CDP# or applicant number, and links to directly access the Hertz+ platform and the Hertz blog.

### News

The News tab contains the newest, ever-evolving content on Hertz Business Rewards, Gold Plus Rewards and more.

### Tips

This tab contains helpful tips for maximizing the benefits of the Hertz Business Rewards program.

## Right-side Toolbar

If you are having technical issues within the administrative portal, refer to the **FAQs** on the right-side toolbar on the homepage for answers to common questions. For specific questions, use the **Contact Us** feature.

### Preferences

Here you can update your communication preferences for eStatements (which will be emailed monthly reviewing rental activity) and promotional text messages.

### Security

You can access this feature to reset your password and configure your account recovery methods.

### Instant Polls

You can assist us in serving you better by participating in instant polls.

### Rental Research Request

Allow any contact (primary, secondary and/or travel agent) to request details on a specific rental by submitting a rental research request.

### My Reports

The My Reports tab will allow you to view insight into the portal activity of all your designated contacts. This tab is located at the top of the homepage.

### Still have questions?

If you have questions about your Hertz Business Rewards account, please contact the Business Rewards Sales Team for assistance: [businessrewardssalesteam@hertz.com](mailto:businessrewardssalesteam@hertz.com), 888-777-3807.

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