



MEMORANDUM FOR: University of Tennessee Employees

Program and Services Summary

Hertz is excited to offer the University of Tennessee's employees our best in class programs and benefits.

Below is a brief description of these services, which will make your Hertz Rental Experience even more rewarding.

When making a reservation for business travel, make sure you use the following Corporate Discount Number:

University of Tennessee Corporate Discount Number (CDP):

1775901

Hertz #1 Club Gold

Signing up for Hertz #1 Club Gold means you can bypass the regular rental counter and proceed directly to your pre-assigned vehicle, saving your valuable time. It also means you only have to complete one rental agreement for all time with Hertz. And you only have to tell Hertz your rental preferences exactly one time. As a #1 Club Gold member, you will also be automatically enrolled in Hertz's frequent renter program in which you will be able to earn higher levels of Gold service, personal free day certificates, free upgrades, and bonus frequent flier miles. To enroll in the Hertz #1 Club Gold Program, please follow the steps outlined below:

1. Access the Internet address: <http://link.hertz.com/link.html?id=5019163&LinkType=CBLK>
2. Click on "Join Now"
3. Complete personal, business, and credit card information fields
4. U.S. Optional Services, Car Class – select according to the travel policy
5. Smoking/non-smoking car – select preference
6. NeverLost navigational system – accept or decline
7. CANADA Optional Services – select according to the travel policy
8. Complete remaining fields and submit enrollment form
9. You will receive your Hertz #1 Club Gold Number via a printable member card on the screen
10. Update your travel profile with your Hertz #1 Club Gold Number [if applicable]

In order to protect you from misuse of your #1 Club Gold profile, please note that for your first Gold rental, you will need to approach the Gold counter to show personal identification. You will not need to wait in line at the main Hertz counter.

Your #1 Club Gold number will be returned to you instantly and can be used immediately. If you have an existing reservation, it will be updated overnight to reflect your #1 Club Gold status.



Hertz NeverLost® and NeverLost Online Trip Planning (OTP): Hertz NeverLost provides added comfort and security in unfamiliar areas. NeverLost OTP allows users to organize their travel plans even before leaving their home or office.

PlatePass®: Avoid slow toll lanes and traffic when you use PlatePass®. Available in the following states: NJ, NY, PA, DE, MA, ME, MD, NH, VA, WV, ID, IL, TX, FL, CO, and CA – N. California Bay Area.

SIRIUS XM Satellite Radio®: Enjoy Commercial Free Music, exclusive entertainment and talk radio, live sports play-by-play & expert talk, World Class News and Family/Kids Stations.

Hertz Instant Return: Process returns car side during peak travel periods. Available at most major airports in the U.S. and Europe.

Express Return: No time to wait in line? Express Return Boxes are available if you don't require an immediate receipt – just note several pieces of information – drop the information in a return box and go.

Email Express Receipts: If you don't stop at the counter and you don't use Instant Return, a receipt will be emailed to the email address on your #1 Club Gold profile.

24 Hour Roadside Assistance: Around-the-clock peace of mind – 24 hours a day/365 days a year in the U.S. and Canada.

Important U.S. Phone Numbers

General Reservations	1-800-654-3131
International Reservations	1-800-654-3001
Hertz #1 Club Gold Department	1-800-227-4653
First Choice Southeast – Customer Service	1-800-590-1209 or

Firstchoicesoutheast@Hertz.com

Customer Service Specialist

Hours: 8:00 a.m. to 5:00 p.m. Eastern Time

Emergency Road Service	1-800-654-5060
Extending a Current Rental	1-800-654-4174
Hertz Manager & Support Mary Lynch Account Representative	865-518-1934

Hertz®

HERTZ LOCAL EDITION

*Let Hertz Local Edition put **University of Tennessee** in the driver's seat!*

For Your Local Car Rental Needs

With over 1,600 off airport locations around the country, chances are there's a Hertz Local Edition conveniently located right in your neighborhood.

We'll Come and Get You.®

Just call us and we'll arrive at your home or office and help get you on your way faster.



*As a Preferred Supplier at **University of Tennessee**, the benefits of Hertz Local Edition include:*

- Free Vehicle Delivery to **University of Tennessee** Locations for #1 Gold members or higher.
- Low Rates with Unlimited Miles, No Airport Fees
- No Miles on your personal or leased vehicle

*For your next rental at the **University of Tennessee** Nashville Headquarter please contact:
Hertz Local Edition, 201 N Seven Oaks Drive, Knoxville, TN 37923 phone: 865.693.0529
Please mention the **University of Tennessee** CDP ID # 1775901*

To find closest HLE Location to you: www.locations.hertz.com

HERTZ #1 CLUB GOLD

University of Tennessee travelers can enroll in Hertz #1 Club Gold at no cost
The fastest, easiest way to rent...no line, no paperwork, no hassle.

Use this link to sign up today with no charge:

<http://link.hertz.com/link.html?id=5019163&LinkType=CBK>

Or

Call: 865.693.0529 and give them CDP#1775901

Your Hertz #1 Club Gold number will be e-mailed to you. For **University of Tennessee** Hertz #1 Club Gold members, Hertz Local Edition will deliver vehicle, drop off keys & rental agreement at the front desk.