



WoAG Travel Advice 2019/12

18 April 2019

Update: WoAG Vehicle Rental Services - Hertz

Dear Entity Travel Manager,

It has been several months since Entities transitioned their vehicle rental requirements to the new Whole of Australian Government (WoAG) arrangement with Hertz Australia Pty. Limited (Hertz). It is timely for WoAG Travel to provide you with a number of updates.

Feedback on the operation of the arrangement with Hertz, including compliments and service delivery issues, are welcome and should be lodged with your Entity's Travel Manager in the first instance, or directly with your Entity's Hertz Account Manager. WoAG Travel is happy to be copied into such emails, or act as an escalation point for more complex matters.

1. Vehicle Collection – Canberra Airport

A number of Entities have contacted WoAG Travel and Hertz noting the absence of an electronic vehicle pick-up 'Board' at Hertz' Canberra Airport office. Hertz acknowledges this feedback and recognises the benefit of such a Board for streamlining vehicle collections noting the technology operates successfully at its other airport sites.

However, at this time streamlined vehicle collection is not in operation at Canberra Airport due to the vehicle storage solution offered to all car rental companies by Canberra Airport. The absence of dedicated security-controlled entry and egress gates for the Hertz' fleet dictates that keys cannot be left in vehicles. Hertz' negotiations with Canberra Airport are ongoing. At this time, drivers must attend the Hertz Canberra Airport office for key collection.

2. Counter Express

Hertz' **Counter Express** program streamlines vehicle collection for Australian Government travellers. It does this in several ways:

- Counter Express is a dedicated vehicle express pick up service similar to the outgoing *Hertz Gold Plus Rewards* (Hertz Gold) service.
- From Thursday 14 March, for all bookings where an Employee ID (AGS, EID, PM Keys or equivalent) is passed from QBT to Hertz during the booking process, vehicle collection will be streamlined after the initial rental.

On the occasion of the first rental, Hertz counter staff will collect and verify the driver's licence and renter contact information.

For second and subsequent vehicle rentals, travellers who have been verified for Counter Express can use the Hertz Gold service queue at all Hertz' outlets. For larger city airports with canopy service, keys and the rental paperwork are in vehicle. Traveller's names will appear on the Gold 'Board' TV, informing them what parking bay their vehicle is located. Drivers can proceed directly to their Hertz car waiting in the designated parking bay.

For Entities who are unsure if an EID is passed from QBT to Hertz during the booking process, please check with your QBT Account Manager. Please be mindful of the impacts of changes to enhanced data flows; to your Entity's enhanced data form logged with QBT, AOT and Diners Club, and data inflows to any expense management system.





3. Reminder – Adding a Mobile Phone Number to your Australian Government travel profile

The inclusion of a mobile phone number in all Australian Government travel profiles simplifies and expedites the delivery of information to travellers on flight changes, disruptions or cancellations by WoAG travel suppliers. Information can be issued to travellers via text message (SMS) or voice call.

WoAG Travel acknowledges that many Australian Government officials are not provided with an official mobile phone in the course of their employment. Nevertheless, WoAG Travel recommends the inclusion of a mobile number, whether official or private, in profiles to allow contact with travellers, particularly in an emergency.

All WoAG travel suppliers have obligations under the respective WoAG Deeds of Standing Offer to comply with the Privacy Act 1988 in respect of traveller's personal information, including mobile phone numbers, and to only use this information for the primary purpose of its collection.

4. Vehicle Collection – Requests for Credit Cards by Hertz Counter staff

WoAG Travel and Hertz are aware that some Hertz counter staff are continuing to ask Australian Government travellers for a credit card at vehicle collection. WoAG Travel has reminded Hertz that travellers are not be asked for a physical credit card when collecting a vehicle rented under the WoAG arrangement as the form of payment is passed securely to Hertz through the electronic booking process. Hertz are working proactively with its counter staff to embed this process.

Please contact your Hertz Australian Government Account Manager or WoAG Travel if you have any questions about the information in this Advice.

