



## WoAG Travel Advice 2019/23

20 September 2019

### WoAG Vehicle Rental: Hertz Vehicle Availability and Fleet Management

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Entity Travel Managers,

As the end of year one of the WoAG Vehicle Rental Arrangement with Hertz Australia (Hertz) approaches, it is timely for WoAG Travel to provide entities with a program update.

#### Fleet Availability

To meet entity demand, Hertz has added approximately 800 vehicles to its Australian fleet in recent months. Additional vehicles have been added in a range of vehicle categories and Hertz fleet size and vehicle mix changes on a regular basis. Key points to note are:

- Hertz' Canberra-based fleet is now 720 vehicles – the largest it has ever been;
- Hyundai's Kona (small SUV) has been added to Class H (Compact) to meet WoAG demand in this class;
- Hybrid derivatives (Camry Hybrid and Corolla Hybrid) have been added to fleet at no additional charge: and
- The new Toyota RAV4 Hybrid will be added to the Class J2 (Hybrid Intermediate SUV) as of 1 October 2019 and will be available from major city Hertz locations.

#### Industry Update

- Product and manufacturer diversity in the Australian vehicle market is at an all-time high.
- Vehicle manufacturers are changing the types of vehicles being produced to meet demand in the retail market, principally for small and medium sized SUVs.
- Manufacturers have omitted some sedan derivatives from their product offering; Mitsubishi Lancer and Nissan Pulsar are examples.
- Hertz' offering to WoAG reflects the vehicle types that are being offered for sale by vehicle manufacturers.
- From a safety perspective, Hertz' entire Passenger and Prestige fleet are rated ANCAP 5-star, with 65% of these vehicles having Autonomous Emergency Braking (AEB).

#### Vehicle Selection

WoAG Travel is aware that entity travel policies might specify a particular vehicle category be chosen. However, if that category is not available from Hertz at the time of booking, entities may elect to book with a non-contracted vehicle rental supplier at a higher, non-WoAG price rather than upgrading the vehicle class within Hertz' fleet.

**It is important to remember that the daily rental price is only one element of the value for money assessment. Renting a vehicle from a non-WoAG vendor results in less advantageous terms and conditions being applied to a rental. This is particularly the case for vehicle insurance.**

A change in vehicle class when booking generally results in a modest increase in the base daily rental price, usually one to two dollars extra per day, but still comparable. The Hertz SUV range is generally viewed as a suitable alternative to Sedans in the market place.





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### Hertz Gold Profiles


Hertz' *Counter Express* replaced their Gold program for travel at official expense. Gold Profiles can, however, still be used for leisure bookings paid for privately.

**Please note: The inclusion of a Gold profile number in official travel bookings, can cause complications with the form of payment (FOP) charged (by Hertz).**

Where a Gold profile number is included in official travel bookings, Hertz' system will overwrite official FOPs (generally transmitted by QBT) with details extracted from the Gold profile, which is generally a private card.

WoAG Travel recommends using Counter Express. The transmission of an Employee ID (e.g. AGS number) by QBT to Hertz is vital for activation of Counter Express. If your entity is not using Counter Express and you are interested in receiving information on how to activate Counter Express, please contact your Hertz Account Manager.

 Regular WoAG Vehicle Rental updates are released via GovTeams. Entities can also access FAQs via Finance's website - [www.finance.gov.au/procurement/travel-and-related-services/faqs-vehicle-rental-services.html](http://www.finance.gov.au/procurement/travel-and-related-services/faqs-vehicle-rental-services.html).

 Entities are welcome to provide feedback on the operation of the Arrangement to Hertz and Finance.

