

Hertz Business Priority – Skip the queue!



Hertz has this week launched their official '**Business Priority**' service. Business Priority has been introduced to create an increased speed of service for eligible customers at major airports. It is designed mostly for business customers that use a charge back account (HCC) or central credit card (GCC) as their method of payment, and who are not already a Gold Plus Rewards member.

This has been designed to expedite Hertz customers' rental counter process experience.

Business Priority Benefits:

- Dedicated queue & service
- Text message notification prior to collection time with reservation details
- Straight to vehicle at select locations
- Check-In 24hrs prior
- Available to select Corporate Customers

Business Priority Process:

1. Check-in online
2. 30 minutes prior to pickup receive SMS that the vehicle is ready + rental agreement to sign
3. Follow the direction of the SMS and either proceed to business priority queue or straight to the bay number where your where your vehicle is waiting.

FAQ

1. Will counter bypass apply to reservations I've already made?

All bookings will be considered regardless of whether or not they were made before the launch date. To be eligible for counter bypass, the reservations must be collected on, or after April 23rd and be booked as per the above steps.

2. What if I don't receive an invite for online check-in?

If you don't receive an invite to check-in online the day before collection this could mean that your contact information wasn't provided at the time of reservation. You can still complete online check-in by visiting <https://myjourney.hertz.com.au/checkin/login> and searching for your reservation.

3. Do I need to complete online check-in?

In order to be eligible for counter bypass online check-in must be completed successfully. Online check-in will need to be completed for each reservation.

4. Do I need to verify my identity?

By verifying your licence details ahead of pick-up as part of the online check-in process, we will be able to offer a counter bypass service. ID verification only needs to be completed once every two years, or when your licence expires. The process involves submitting a photo of your driver's licence and a video selfie, and should be completed on a mobile phone.

5. Is it important that you have my contact information?

We will need your mobile number and / or email to send you updates on your vehicle collection details, as well as any other rental documentation. During the online check-in process you will have the opportunity to review the contact information we have for the reservation and make any necessary changes.

6. How will I know if I can go straight to my car?

Within 30 minutes of your collection time we will send you two separate SMS with all the details.

This will include: a) Your rental agreement + Terms & Conditions to review and sign

b) Details of the vehicle including the registration and bay number that it's parked in

7. What if I don't receive the details of where to find my vehicle?

If you have successfully completed online check-in prior to your booking, but did not receive an SMS with details of where to find your vehicle, please head in store to our Express Queue and staff will assist you. If you did not complete online check-in, you will need to head in store to our standard service queues and staff will assist you with your rental as per normal processes.

Source: Hertz

Travel Solutions

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Contact a Representative