

National and Enterprise Frequently Asked Questions

National Car Rental and Enterprise Rent-A-Car have been selected to provide car rental services for **Colorado State University** business travelers. Our program allows you to rent at both brands under one Account Number and one loyalty program. You will receive the benefits of both brands, such as complimentary Emerald Club membership and Enterprise's We'll Pick You Up program.

Enter **Account Number XZ12397** on either brand's website to receive all the terms and conditions of your contract.

What are the advantages of National?

- Complimentary membership in Emerald Club
- Counter bypass and car choice with Emerald Aisle service
- Members-only counters with pre-printed rental agreements
- Rewards — free rental credits
- Access to an exclusive Member Services hotline
- Special offers and travel discounts

Reserving at
National?
[Click Here](#)

What are the advantages of Enterprise?

- Enterprise Rent-A-Car provides a vast network of more than 5,500 neighborhood locations in North America to service your off-airport needs.
- Free customer pickup and drop-off within local branch area with a 24-hour advance notice. Normal restrictions apply.
- Recognition — Emerald Club members are recognized at most U.S. Enterprise locations, and earn points toward free rental days.

Reserving at
Enterprise?
[Click Here](#)

How do I know which brand to use?

- Use the National brand when renting at the airport.
- Use the Enterprise brand when renting off-airport or at suburban locations.

What is the Emerald Club?

- Emerald Club is the loyalty program of National, providing members with exclusive benefits and privileges to make renting faster and easier.
- At most major North American airport locations, members with a midsize car reservation can bypass the rental counter and proceed to the Emerald Club Aisle. There they may simply take any vehicle — midsize or larger.
- Regardless of the vehicle selected, a member pays only the midsize rate.
- Emerald Club allows members to accrue free rental days.

Ready to Enroll?
Click Here

Can I match status with other loyalty programs?

- Yes. You will be awarded equivalent Emerald Club status to any competitor loyalty program.
- Travelers have instant status with Emerald Club. If you are a current Emerald Club member, request your status match online at: <https://statusmatch.emeraldclub.com>

Emerald Club Membership Tier	Competitor Tier
Emerald Club	Hertz Gold Hertz #1 Avis Preferred
Emerald Club Executive	5 Star Hertz Gold Avis Preferred Plus
Emerald Club Executive Elite	Hertz President's Circle Avis Preferred Plus Premium

What if I am already an Emerald Club Member?

- If you are already an Emerald Club member, simply click the button and send your Emerald Club membership number to the dedicated Account Development Representative, Charlene Lewis.
- Please make sure the words “Match to Colorado State University Program” are in the subject line.

Email
Us!

How do I learn to use the Emerald Aisle?

- Tired of standing in line? Our virtual tour will show you how easy it is to bypass the counter and choose a vehicle from the Emerald Aisle ®.

Tour the Emerald
Aisle

What is the National Car Rental App?

- The National Car Rental mobile app caters to all travelers, with additional features for Emerald Club members.
- The app features a Trip Tracker, which detects where in the rental cycle the member is and provides timely actions at each stage, from booking to returning the car.
- Make and search for reservations, and review location information. The app notification system will also provide alerts concerning upcoming trips.
- App technology expands Emerald Aisle service to our non-aisle stores through the Virtual Aisle feature
- Available for both Android and iOS

How do I get the National Car Rental App?

- Download the complimentary app at: mobileapp.nationalcar.com

Can I rent for personal travel with my Emerald Club membership?

- Yes! Your Emerald Club membership is valid for all of your rentals with National whether for business or personal use.
- Personal rentals do not include coverage (Damage Waiver and liability protection).
- Be sure to reference **Account Number XZ12434**.

When should I choose Enterprise?

- Month-or-More rentals
- Off-airport rentals
- Specialty vehicles such as cargo vans, convertibles, and more
- Also available at most major airports

What is the refuel policy with Enterprise?

- Many Enterprise locations are off-airport and typically do not have fuel stations on site.
- To avoid any additional fuel charges, return the vehicle with the same level of fuel received at the time of rental.
- Vehicles are usually provided with a minimum half-tank of fuel.

Can I receive frequent flyer miles or free rental days?

- Yes! You may select frequent flyer miles as your reward option in your Emerald Club profile.
- Normally, you earn 50 frequent flyer miles with each paid rental day.*
- You must provide your specific frequent flyer information on your Emerald Club profile so that National can communicate the number of frequent flyer miles that need to be awarded for each completed rental to the airline of your choice.

**Frequent flyer mileage varies by vendor and is subject to change without notification.*

How do I earn Emerald Club rewards at Enterprise?

- Enter your Emerald Club number as your loyalty number for Enterprise.
- Members of Emerald Club enjoy faster reservations, quicker rentals, and member discounts at Enterprise.
- Earn rental credits toward higher status and free rental days.
- At this time, any free rental days earned must be redeemed at a National location.

How do I contact National if I have a question?

- Emerald Club Member Services: **800-962-7070**
- Monday through Friday, 9 a.m. to 6 p.m. EST
- National Customer Service: **800-227-7368**

How do I contact Enterprise if I have a question?

- Enterprise Customer Service: **800-264-6350**
- Enterprise General Reservations:
800-RENT-A-CAR

Have other questions? Contact your dedicated account management team.*

Charlene Lewis
Account Development Representative
918-401-6024

Charlene.A.Lewis.com

Chris Kamman
Business Rental Sales Executive
720-887-7422

Christopher.B.Kamman@ehi.com

*For questions regarding your corporate travel policy, please contact your in-house travel administrator.

24/7 Roadside Assistance
800-367-6767