

MICHIGAN STATE
UNIVERSITY

Travel Arrangers Open House



Presented By:

Sheila Rafferty

Agenda



- ▶ **What's New at National**
 - ▶ **New Ownership**
 - ▶ **Global Network**
 - ▶ **Lansing Airport Update**
- ▶ **Garmin GPS**
- ▶ **Accident Procedures**
- ▶ **MSU Customized Microsite**
- ▶ **Emerald Club**
- ▶ **Why National**

National Becomes a Taylor-owned Company



- ▶ Enterprise owners purchased Vanguard August 1, 2007
- ▶ National and Alamo continue to operate as independent subsidiaries.
- ▶ Combines the expertise of 2 leading car rental companies to provide the best offering in the marketplace.

Brand Strength



- On-Airport, Business Traveler Focus, Speed, Choice



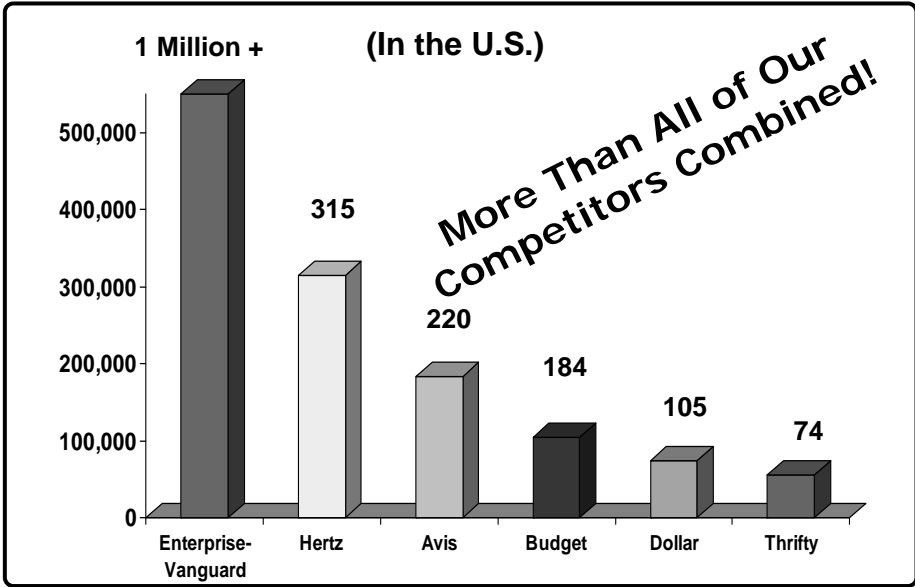
- Insurance, Lease, Delivery, Local/On-Site



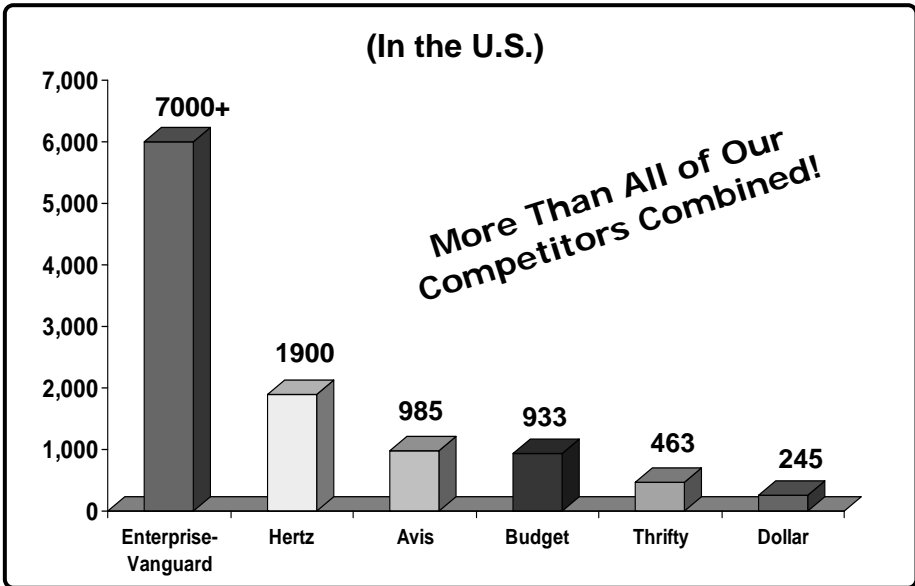
- Strengthen International Presence

Total Solution Provider

Combined Fleet



Locations



Global Network



Strategic Alliance with Europcar



- ▶ Vanguard has entered into an alliance with Europcar to provide a global car rental solution, offering:

- ▶ Nearly 6,000 locations in more than 150 countries
- ▶ A fleet of over 500,000 vehicles

Coming Soon!

- ▶ New EMEA locations where National does not currently operate
 - ▶ Romania, Russia, India, Sweden
- ▶ Strategic incorporation of National and Europcar locations outside of North America
- ▶ Introduction of a frequent renter service outside of North America

Europcar



New Rental Location at Lansing Airport



National Lansing Location Move



- ▶ **Effective October 1, 2007**
- ▶ **National at Lansing Airport moved off-airport to:**
 - 3301 Capital City Blvd, Lansing MI 48906**
 - .06 miles from Airport Baggage Claim area**
- ▶ **Reservation phone will be located in the Baggage Claim area.**
- ▶ **National's shuttle bus will be located directly outside the baggage claim area.**
- ▶ **Include Airline / Flight Number / Arrival Time**
- ▶ **Hours of Operations:**

Sunday	8:00am – 11:30pm
Monday – Thursday	7:30am – 11:30pm
Friday	7:30am – 9:30pm
Saturday	8:00am – 5:00pm

Garmin Navigational Device



Garmin StreetPilot



Rental Process



- Cost = \$10.99 per day
- Advance reservation guarantees availability at over 150 participating locations
- For Emerald Club members, the unit can be retrieved from the exit booth at counter bypass locations, the booth at Emerald Club booth locations, or at the counter in counter locations
- For non-EC members, the unit can be retrieved from the rental counter
- Unit should be placed on the dashboard with the friction "bean bag" mount provided; power provided by cigarette lighter or built-in battery
- Return the unit to return agent when dropping off car

Accident Procedures



Focus On: Accident Reporting



- ▶ All travelers must complete an accident report by calling the toll-free number provided at the time of rental
- ▶ A report must be completed regardless of:
 - ▶ who is responsible for damages
 - ▶ which party is at fault
 - ▶ whether coverage has been purchased at the counter or included within the corporate agreement
- ▶ Police report must be provided to National

MSU Customized Microsite



Splash Page



ONE ■ TWO ■ FREE

Corporate Travel / Travel Partners / Travel Agents / Company Info / Contacts / FAQs
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Welcome, this site is especially designed for you as part of the Big Ten Conference.

Please bookmark this page and add it to your favorites.

- Michigan State University
- Enroll in National Car Rental's Emerald Club program online.
- Take advantage of special coupon offers available to the Big Ten Conference.
- Reserve your car below.
- View your [Program Summary](#).

Coupons

[\\$15 Off Weekly Coupon](#)

[2 Car Class Upgrade Coupon](#)



Program Summary



BIG TEN CONFERENCE PROGRAM SUMMARY



MICHIGAN STATE UNIVERSITY Discount
 Contract ID#: 5001514
 Effective through: July 31, 2008



Domestic U.S. Rates (Effective 8/1/07 through 7/31/08)			
CAR TYPE	DAILY	WEEKLY	MONTHLY
Economy	\$37.50	\$225.00	\$900.00
Compact	\$39.50	\$231.00	\$924.00
Midsized	\$39.50	\$237.00	\$948.00
Fullsize 2 DR	\$42.50	\$252.00	\$1,020.00
Fullsize 4 DR	\$43.50	\$258.00	\$1,044.00
Premium	\$51.50	\$309.00	\$1,236.00
Luxury	\$58.50	\$351.00	\$1,404.00
Minivan	\$69.50	\$417.00	\$1,668.00
15-Passenger Van	\$79.50	\$477.00	\$1,908.00

*** National will reduce all Contract Local Rates by \$2.00 per day when a reservation is received by National via National's Internet booking engine (Nationalcar.com) and a MICHIGAN STATE UNIVERSITY Contract ID or a MICHIGAN STATE UNIVERSITY Eligible Renter's Emerald Club ID number containing a MICHIGAN STATE UNIVERSITY contract ID, is attached to the reservation.

Program Summary (Continued)



AREA DIFFERENTIALS

Locations as noted below, including their airport, downtown, suburban and sub-locations, will assess an additional fee for each rental day.

\$3.00	Chicago, Cincinnati, Cleveland, Dallas, Denver, Detroit, Houston, Kansas City, New Orleans and Portland, OR
\$6.00	Baltimore, Hartford, Pittsburgh, and Washington DC
\$10.00	Boston, Philadelphia and Puerto Rico
\$18.00	Newark and NY, NJ & CT Metro Area
\$21.00	*New York Airports (JFK, LGA) and Manhattan

TERMS AND CONDITIONS

ONE DAY RENTALS: A \$3 surcharge will apply to the Daily Rate for all one day rentals commencing on a Tuesday or a Wednesday.

MILEAGE: Includes UNLIMITED free mileage (EXCEPTION: Van rate includes 150 miles/day, 825/week, then \$.30/mile). Unlimited Mileage One way rates for car classes Economy through Fullsize are charged \$79.00 per day. (Area differentials will apply.) Cars larger than Fullsize are charged the Local Daily Rate plus \$.30 per mile from mile one. Some promotional and one way rates may include a mileage cap.

Program Summary (Continued)



COVERAGES: Free Loss Damage Waiver and automobile liability of \$100,000, \$300,000, \$25,000 is included regardless of rate selected.

ELIGIBLE RENTERS: Eligible Renters are defined as the members:

- Faculty, staff, and retirees
- Spouse and children, over the age of 21 (permanently living in the same household) of Faculty, staff, and retiree. This includes spouse regardless of whether he/she has the same last name, common law spouse and same gender domestic partners
- Consultants and Contractors on business rentals whose car rental expenses are reimbursed or otherwise paid for by the university
- Graduate Students on business rentals

AGE REQUIREMENTS: Young Renters (between ages 21-24) not on official business are assessed \$25 per day. This fee is subject to change without notice.

BLACKOUTS: *Rates are blacked out on the weekends in New York.

OTHER: Program benefits apply to business and personal rentals

Best rate at time of reservation is guaranteed.

Reservations must be properly identified with Contract ID number to receive contract benefits.

Program Summary (Continued)



The following rates include unlimited mileage for rentals in the cities listed below

CITY PAIRS	CAR TYPE	DAILY
Lansing to/from Detroit	Economy, Compact, Midsize, Fullsize	\$41.00
Lansing to/from Grand Rapids	Economy, Compact, Midsize, Fullsize	\$41.00
Milwaukee to/from Madison	Economy, Compact, Midsize	\$45.00
Milwaukee to/from Madison	Full-size	\$47.00
Champaign to/from Chicago	Economy, Compact, Midsize, Fullsize	\$57.00
Cedar Rapids to/from Moline	Economy, Compact, Midsize, Fullsize	\$57.00
Chicago to/from Madison	Economy, Compact, Midsize, Fullsize	\$57.00
Cedar Rapids to/from Des Moines	Economy, Compact, Midsize, Fullsize	\$57.00
State College to/from Washington, DC **	Economy, Compact, Midsize, Fullsize	\$57.00
JFK, LaGuardia and Newark Airports, Manhattan, to/from State College PA	Economy, Compact, Midsize, Fullsize	\$57.00
Champaign to/from Indianapolis	Economy, Compact, Midsize, Fullsize	\$57.00
Indianapolis to/from Bloomington	Economy, Compact, Midsize, Fullsize	\$57.00
Champaign to/from St. Louis	Economy, Compact, Midsize, Fullsize	\$57.00
Chicago to/from Cedar Rapids	Economy, Compact, Midsize, Fullsize	\$57.00
St. Louis to/from Cedar Rapids	Economy, Compact, Midsize, Fullsize	\$57.00
Lafayette to/from Indianapolis	Economy, Compact, Midsize, Fullsize	\$57.00

NOTE: Differentials noted above will apply to Daily Rate.

** Includes Dulles, Reagan National and Baltimore

Emerald Club Enrollment

go! Enroll Now



ONE TWO FREE

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EMERALD CLUB

To enroll in Emerald Club®, simply fill out and submit the application form. You'll receive your Emerald Club membership kit by mail in 4-6 weeks. On-line enrollment is available to those customers that reside in the U.S. or Canada with a valid driver's license.

Emerald Club Enrollment

Quick Search

We can use information from your past National rentals to fill in most of the required fields for your membership profile. If you have never rented with National before, you will be brought to the next step in enrollment. Please provide the requested information below.

* Required Fields

First Name *

Last Name *

Driver's License Number *

No spaces or dashes

Issuing State/Province *

(For USA and Canada only)

(Select One)

Issuing Country *

Country

Source Code

9998

go! Search Now!

Reservation Screen

go! Reserve



The fastest way to earn a FREE Day

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Existing Reservation

[View](#)
[Modify](#)
[Cancel](#)

Step 1: Tell us about your trip

* Required Fields

Where do you live?

United States

Pickup / Dropoff Location

Please enter one ONLY: city, state, country or a 3-letter airport code (for example, Fort Lauderdale or Florida or United States or FLL).

Pickup Location *

Airport City

United States

Pickup Date *

SEP-2007 21

Pickup Time *

12 Noon

Dropoff Location *

Airport City

United States

Dropoff Date *

SEP-2007 24

Dropoff Time *

12 Noon

Optional Rate Information

This section is not required for rate quote/reservation purposes. If you have a specific rate, promotional, association or coupon code, please enter it here. Up to three coupon codes may be entered.

Contract ID: Rate/Product Code:

Coupon ID:

Coupon ID:

Coupon ID:

IATA #:

Check here if you will be making a reservation using a Central Bill Number.

Flight Information

\$15 Off Weekly Rental Coupon



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\$15 OFF Weekly Rental

E-Coupon

- Michigan State University
- Valid for an intermediate car or larger in the United States.
- Requires a 5-day minimum (14-day maximum) rental.
- Saturday night keep required.
- Valid 12/01/04 through 12/31/07.
- Request Coupon ID: 10009415

go! Reserve



Terms and Conditions

- One coupon per National rental and void once redeemed.
- Discount applies to base rate only, which does not include taxes (including VAT/GST), governmentally authorized or imposed surcharges, license recoupment, air tax recovery and concession recoupment fees, airport and airport facility fees, fuel, additional driver fee, one-way rental charge or optional items.
- Renter must meet standard age, driver and credit requirements.
- Blackout dates may apply.
- May not be combined with other discounts or promotions, except your member discount.
- Availability is limited.
- Valid only at participating National locations.
- Coupon VOID if purchased, sold or bartered for cash.

2 Car Class Upgrade Coupon



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2 Car Class Upgrade

E-Coupon

- Michigan State University
- Valid on the rental of a compact through intermediate car in the United States.
- 14-day maximum allowable rental.
- Valid 12/01/04 through 12/31/07.
- Request Coupon ID: 10009416

go! Reserve



Terms and Conditions

- One coupon per National rental and void once redeemed.
- Upgrade is subject to availability at time of rental pick-up.
- Offer is subject to standard rental conditions.
- Blackout dates may apply.
- Not valid with any other discount or promotional rate, except your member discount.
- Offer valid only at participating National locations.
- Valid for a two car class upgrade from the car class reserved.
- Coupon VOID if bought, bartered, or sold for cash.

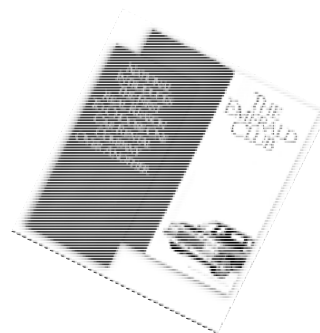
Emerald Club



Emerald Club is the Industry's First Frequent Renter Program



- First paperless rental
- First true counter bypass
- Power to choose your car from any on the lot
- Counter bypass service at over 60 major airports
- Expedited EC service at all US & Canadian locations
- Earn credits redeemable for free rental days
- e-Receipts



Emerald Club



Emerald Club



0 - 11 rentals, or
0-39 days

- Emerald Aisle

Executive



Earned Membership
12-24 rentals, or
40-84 days

- Executive Selection
- Guaranteed Upgrade

Executive Elite



Earned or Invited
Membership

25+ rentals or
85+ days

- FBO Delivery
- Guaranteed Car w/24 hr. notice
- Executive Selection
- Guaranteed Upgrade

- Expedited Counter Service
- E-mailed rental receipts
- 24 hr. Profile Update
- Online Rental History
- Dedicated Toll-free Reservations
- Choice of Rewards

ONE – TWO – FREE '07 Promotion



**FEEL THE EARN
AFTER JUST
TWO REPS.**



ONE TWO FREE® '07
Earn a Free Rental Day after every
two paid rentals with National®



Flex your savings muscles in these easy steps:

One: Register at emeraldclub.com/12Free.

Two: Rent twice, for two or more consecutive days each between **August 12** and **December 15, 2007**, and earn one Free Day.

Free: Receive your Free Days via email — and enjoy them on your spring rentals.

And Remember...

- ▶ There's no limit to the number of Free Days you can earn during the promotion.
- ▶ These Free Rental Days are in addition to the rewards you already earn as an Emerald Club® member.
- ▶ When you refer a friend or colleague and they enroll in the Emerald Club you'll receive one Free Day, and they will receive a free Emerald Club membership (a \$50 Value) and be able to earn Free Days too!
- ▶ To learn more about ONE – TWO – FREE visit emeraldclub.com/12Free.

Why National



- ▶ Program Designed to Fit the Needs of the MSU Traveler
- ▶ Large Volume Purchase Under One Agreement
- ▶ Up to 10% Discount Off of Leisure Rates
- ▶ Internet Pricing Discount
- ▶ **BEST RATE GUARANTEED**
- ▶ Unlimited Mileage Rates on All One-Way Rentals up to a Full Size Car
- ▶ Special One-Way Shuttle Rate
- ▶ Rentals to Graduate Students traveling on University business
- ▶ LDW & Liability Coverage on ALL Rates for ALL Rentals
- ▶ Business and Personal Rental Coverage
- ▶ Canada Rates with LDW Included
- ▶ EMEA Rates with LDW Included (Deductibles Apply)

Q & A

