



CAR RENTAL EMPLOYEE GUIDE

✦ **Protection Coverage for Business Travel**

Damage Waiver and Liability is included on business rentals at participating US locations when booked using the correct

Wipro CDP-ID number #1457663

✦ **Wipro's Travel Policy mandates DECLINING the following when traveling on COMPANY BUSINESS**

- ✓ *Hertz Liability Insurance Supplement (LIS)*
- ✓ *Hertz Personal Accident Insurance (PAI)*
- ✓ *Any Additional Coverage Options*
- ✓ *NeverLost In-Car Navigation*

✦ **Corporate One-Way Program**

Special Corporate one-way fees waived if picked up and returned in the same area: NY Tri State Area, Baltimore/ Washington D.C. Area, Chicago Area, Philadelphia Area, Los Angeles Area, San Francisco Area, Dallas Area, Houston Area, and the State of Florida.

✦ **Pick Up/Drop-off Service to East Brunswick Office**

Customized Wipro service providing drop off service of rental vehicles to the East Brunswick New Jersey Office.

✦ **Avoid Refuel & Gas Charge**

Refuel before returning rental to avoid costly and unnecessary refueling and gas charges.





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HOW TO MAKE A RESERVATION

Call or go online to build a profile and book your next reservation. To ensure proper Wipro Corporate rates and benefits are applied, employees must reference the account number when booking reservations. Don't wait until the last minute. Booking in advance will ensure the lowest available rates.

Hertz Account Number: 1457663

General Reservations	800-654-3131
Extending a Rental	800-654-4174
Club Gold Reservations	800-227-4653
International Reservations	800-654-3001
Website	www.hertz.com

**Please be advised that Employees should not use the RC Best for travel in Europe.*

U.S. Customer Service Phone Numbers

General Reservations	800-654-3131
Hertz #1 Club Gold Department/Reservations	800-227-4653
International Reservations	800-654-3001
Emergency Road Service	800-654-5060
Extending a Current Rental	800-654-4174
AnswerLink Automation Helpdesk (assistance GDS Bookings)	800-654-2270
Web Helpdesk	877-826-8782

Emergency Roadside Assistance

1-800-654-5060

24 Hour Roadside Assistance: 24 hours a day/365 days a year in the U.S. and Canada

*Roadside service **does not include** keys locked in cars, keys lost, dead battery due to customer neglect (i.e. lights left on in car), and cars that run out of fuel and spare tire mounting.

RATES

CAR CLASS / TYPE	U. S. DAILY RATES	HERTZ LOCAL EDITION	STATE OF FLORIDA	MANHATTA, JFK & LAGUARDIA	NEWARK, WHITE PLAINS & METRO TRI STATE AREA
A) ECONOMY	\$ 34.00	\$ 32.00	\$ 34.00	NA	NA
B) COMPACT	\$ 34.50	\$ 32.50	\$ 34.50	\$ 59.00	\$ 49.00
C) INTERMEDIATE	\$ 35.00	\$ 33.00	\$ 35.00	\$ 60.00	\$ 50.00
D) FULL SIZE - 2 DOOR	\$ 38.50	\$ 36.50	\$ 38.50	\$ 62.00	\$ 52.00
F) FULL SIZE - 4 DOOR	\$ 38.50	\$ 36.50	\$ 38.50	\$ 64.00	\$ 54.00

City Surcharge List

\$3.00 Added Daily Charge	\$5.00 Added Daily Charge	\$8.00 Added Daily Charge
Denver / Colorado Springs Area	Alaska & Puerto Rico	Atlanta Area
Los Angeles Airport (LAX), CA		Baltimore, MD/Washington DC Area
San Francisco Area, CA		Boston Area, MA
		Chicago Area, IL
		Philadelphia Area, PA



RENTAL TERMS & CONDITIONS

Weekly/Monthly and One-Day Rentals

- The weekly rate will be calculated at 5.2 times the daily rate. The monthly rate will be calculated at 4 times the weekly rate. All one-day contract rate rentals commencing on a Tuesday or Wednesday will be charged an additional \$3.00 surcharge

One-Way Rentals

- One-Way Rentals available at participating corporate-owned U.S. locations, for rentals booked in advance where the vehicle is not returned to the renting city, will be charged the appropriate Corporate Rate plus a flat one-way fee of \$75.
- Special One-Way Rate Program: For rentals in the following rental cities, the Corporate Rate shall apply with no mileage or one-way fee.

NY Tri State Area	Baltimore/ Washington D.C. Area	Chicago Area
Philadelphia Area	Los Angeles Area	San Francisco Area
Dallas Area	Houston Area	State of Florida

- New Corporate One-Way Program: Special Corporate one-way fees waived if picked up and returned in the same area in the following locations.

NY Tri State Area	Baltimore/ Washington D.C. Area	Chicago Area
Philadelphia Area	Los Angeles Area	San Francisco Area
Dallas Area	Houston Area	State of Florida

Refueling

- Wipro's Corporate Travel Policy mandates employees to refuel before returning the car (unless prohibited by urgent travel arrangements) in order to avoid costly Fuel & Service charge.

Mileage

- The Corporate Rates listed above includes unlimited mileage when the vehicle is returned to the same originating renting location.
- The Corporate unlimited mileage may not be applicable for rentals commencing at a participating licensee locations.

Car Class Utilization

- One or two travelers can book an intermediate and three or more travelers can book a full size.

Delivery and Collection of Vehicles

- Please check with the rental location for any possible fees involved in the delivery and collection (pick-up) of vehicles. There are certain instances where a fee may be applicable.
- Please note that car classes G (Premium), I (Luxury), L (SUV) and R (Minivan) are not available for one-way rentals under the contract rate and must be returned to the renting city. However, a non-contract rate may be available by requesting "RC-Best" at the time of reservation.

COVERAGE

The Hertz Liability Protection Coverage Override

- Liability Protection Coverage Override (LPO) is provided under the Hertz/Wipro agreement and Wipro Employees are covered at no additional cost when traveling on company business.

Hertz Loss Damage Waiver (LDW)

- LDW is provided under the Hertz/Wipro Agreement. It is not insurance, but Wipro Hertz Drivers are not held responsible for damage to the Hertz car in the event that any damage should occur while traveling on

company business, provided the loss or damage was not the result of any prohibited use of the car. Examples of Prohibited Use include: driving under the influence; to tow or push another vehicle; reckless conduct; failure to wear seat belts; failure to use child seats). LDW or Liability coverage fee for business rental is waived. Employee receives corporate rate for personal or leisure rentals but LDW or Liability coverage fee is not waived.

Add-ons Not Included

- Wipro's travel policy *does not include* the following services/add-ons provided by Hertz.
 - *Employees will be directly billed for these services/add-ons.
 - Hertz Liability Insurance Supplement (Lis)
 - Hertz Personal Accident Insurance (Pai)
 - Hertz Personal Effects Coverage (Pec) Offered As A Package With Pai
 - Any Additional Coverage Options
 - NeverLost In-Car Navigation
 - Hertz Loss Damage Waiver and Liability *is included* on business rentals at participating US locations when booked using the corporate account.

OPTIONAL SERVICES

NeverLost In-Car Navigational System

- NeverLost is available to WIPRO renters at the discounted cost of \$7.00 per day
- Travel Policy prohibits employees from adding NeverLost on a vehicle for official purposes and costs for NeverLost are not reimbursable.
- Do not check "Accept" for NeverLost when completing the on-line Gold application, otherwise each rental will incur a charge.
- Employees are advised to use GPS accessory or download a mobile phone navigation application for road navigation.

Hertz Pick-Up/Drop-Off

- The Hertz East Brunswick location provides pick-up and drop-off service to and from the Wipro East Brunswick Office to your rental vehicle when picking up from the Hertz East Brunswick Location.
- Hertz Location: 1120 Route 18 North, East Brunswick, NJ 08816 / 732-390-0592
- Please call Hertz East Brunswick at 732-390-0592, Monday through Friday between 8:00 am and 6:00 pm to make a pick-up or drop off reservation.

Mobile Phone App

- Hertz App is available on all mobile device operating systems. The App allows users to book, modify, and search car rental reservations as well as find locations, all from the palm of their hand.
- When a Hertz customer is on the go, Phone App still has them covered. For travelers in unfamiliar areas, Hertz Phone App provides a gas station locator to ensure they never run out of fuel.
- Hertz Phone App has a Find My Car feature that uses GPS tagging to lead the user back to their parking spot.

Mobile Alerts*

- Get Mobile Gold Alerts sent to your phone to let you know which car you will be driving and where it is parked the minute it is ready. *Mobile Gold Alerts are currently available at select USA locations.

Plate Pass®

- It's an electronic means for paying road tolls allowing travelers to avoid delays at toll lanes.
- When PlatePass® is used, it will automatically charge toll fees incurred at the cash rate (and applicable service fee) to the credit card used for rental allowing travelers to bypass long cash lanes. PlatePass may not be available in certain areas of the US.



- Avoid slow toll lanes and traffic when you use PlatePass®. Available in the following states: NJ, NY, PA, DE, MA, ME, MD, NH, VA, WV, ID, IL, TX, FL, CO, and CA – N. California Bay Area.
- A service fee of \$4.95 is charged for each day of the rental including any days on which PlatePass® is not used-up to a maximum of \$24.75 per rental month, plus incurred tolls at the cash toll rate. PlatePass LLC will automatically charge the credit card used for the rental, typically one-to-three weeks after the rental closes. Processing of charges can at times take up to a month or more. Cash customers will be invoiced by PlatePass LLC. PlatePass® charges will not appear on car rental invoice. PlatePass® charges can be viewed at www.platepass.com.

Hertz Instant Return

- Available at most major airports in the U.S., Hertz Instant Return Agents process returns car side during peak travel periods.

Express Return

- No time to wait in line? Express Return Boxes are available for those who don't require an immediate receipt – just note several pieces of information – drop the information in a return box and go.

Email Express Receipts

- If you don't stop at the counter and you don't use Instant Return, a receipt will be emailed to the email address on your #1 Club Gold profile.

Hertz Website Services

- The Hertz Web Site www.hertz.com offers services such as:
- Access the latest, up-to-date information 24 hours a day, seven days a week.
- Request a copy of a receipt
- Check locations, vehicle types and available services worldwide
- Ability to link hertz.com to Wipro's intranet site;
- Customer Support Section contains Answers to "Frequently Asked Questions"

CANADA POLICIES & RATES

Rates & Mileage

- The following Corporate Rates are in Canadian dollars and shall apply to vehicles returned to the renting city

Class B	\$ 47.00/Day
Class C	\$ 48.00/Day
Class F	\$ 50.00/Day

- The above Corporate Rates include unlimited kilometers and apply at participating corporate and licensee locations across Canada when the vehicle is rented and returned to the renting location.

Hertz Loss Damage Waiver (LDW)

- The above Corporate Rates include LDW at no charge on business rentals at Corporate and Participating Licensee locations.

Weekly/Monthly Rates

- Weekly Corporate Rates will be 6 times the Daily Corporate Rate. Monthly Corporate Rates will be four times the Weekly Corporate Rate.

City Surcharges

- An additional daily surcharge of \$5.00 will apply to Corporate Rate rentals in in Toronto ON, Calgary AB and \$10.00 in Ottawa, ON.

One-Way Rentals and Other Car Classes

- For rentals when the vehicle is not returned to the renting city, and for rentals of car classes other than those indicated above, a 5% discount off Standard Daily rates will apply, plus any applicable inter-city drop-off fees.

One-Day Rentals

- All one-day contract rate rentals commencing on a Tuesday or Wednesday will be charged an additional \$4.00 surcharge.

HERTZ GOLD PLUS REWARDS

What is the Hertz Gold Plus Rewards?

- Signing up for Hertz Gold means preferences are saved, proper coverage automatically applied, bypass the regular rental counter and proceed directly to pre-assigned vehicle, saving valuable time.
- To find out more information on the different levels of #1 Club Gold Plus membership should go to www.hertz.com. Once on the website, the customer must select #1 Club on the left navigation bar, then Hertz #1 Club Gold.

How to Apply

- Applicants can access a fee-waived enrollment form at <http://mywipro.wipro.com> > My Travel > Rent a Car @ Hertz
- To enroll in the Hertz #1 Club Gold Plus Rewards Program, please follow the steps outlined below:
 1. Complete personal, business, and credit card information fields
 2. U.S. Optional Services, Car Class: select according to the travel policy (decline additional coverage)
 3. NeverLost Navigational System: Accept or Decline
 4. CANADA Optional Services: select according to the travel policy
 5. Complete remaining fields and submit enrollment form
 6. Hertz #1 Club Gold Number will be received immediately via a printable member card on your computer screen. Update your travel profile with your Hertz #1 Club Gold Number.

In order to protect you from misuse of your #1 Club Gold profile, please note that for your first Gold rental, you will need to approach the Gold counter to show personal identification.

**NOTE: If you are having problems with the Wipro web and enrolling with Hertz Gold Plus OnLine Enrollment: The billing address of the credit card must match identically to the address used in the Gold profile for security purposes. The traveler may look at their credit card bill or call their credit card company in order to verify the address if need be.*

Updating Your Hertz Gold Profile

- Call 1 800 CAR GOLD (1 800-227-4653) or send an e-mail to gold_service@hertz.com
- Access www.hertz.com
 - On the homepage enter your #1 Club number and password then click the Login button. (If you need to set up a password, click on the "I need a password" button).
 - Click on My Profile, and then select Personal Data, Vehicle Preferences, or Affiliations.
 - Make necessary updates and click on the Save button.
- You may call Gold customer service at 405-775-3180 Monday through Friday between the hours of 8:00 and 4:45 Central Standard Time and an agent will assist you.

FREQUENTLY ASKED QUESTIONS

1. What kind of coverage is available when renting a business rental?

Hertz: The Hertz LDW (Loss Damage Waiver) includes collision damage even if you don't have personal insurance covering the damage. In order for LDW to be applied to any damage claims, you must properly report the related incident in accordance with the Rental Agreement. However, if the vehicle is obtained through fraud or you have an accident resulting from prohibited use, LDW is void and you will be responsible for all loss of or damage to the car.

2. What do I do in case of an accident?

- **Contact the police and do not leave the accident site without a police report!**
- **Please provide the car rental accident claims report to Sandy Prasad – sandy.prasad@wipro.com**

Hertz: When there is an accident in the US a Claims Adjuster from Hertz Claims Management will be assigned to the accident. There are several Claim Centers and depending on where the accident occurred will determine which office handles the claim. To report a claim or inquire on a new claim First Notice of Loss can be contacted at 877-584-7159. Please have the rental agreement number available. The Hertz Claims Office in Park Ridge, NJ can be reached at 201-307-5866. Each incident will have its own claim number and adjuster assigned to process.

3. What kind of assistance does Roadside Service provide?

Hertz: Hertz provides Roadside Service on our vehicles should there be a mechanical problem with the vehicle. Flat tires and running out of gas would not fall under the basic coverage. These services can be arranged through Roadside service at a fee. Premium Roadside Service is an option available at the time of rental. If this optional service is chosen it would cover extra services such as lock out or fuel service if fuel ran out. The phone number for Roadside Service is listed on the rental agreement and on the key FOB. The number is 800-654-5060.

4. What happens if I need to return my rental to a different location than the pick-up location?

Hertz: This can be indicated at time of reservation or can be called into Hertz reservation if determined after the vehicle is picked up. The rental rate may change. In the US there is a \$75 one-way charge that may apply depending upon the pick-up and return locations.

5. May I extend my rental beyond the original return date?

Hertz: Yes, rentals may be extended by calling into Hertz reservations or the number listed on the rental agreement. In the US, rental vehicles can typically be extended up to a maximum of 62 days. Hertz does have a program that will allow rentals from 62 days up to 300 in most states, however, this needs to be set up from the reservation for a time of greater than 62 days. We consider this a multi-month rental. A multi-month rental will charge the monthly estimate each month rather than waiting until the return.

6. Is a credit card needed to hold my reservation?

Hertz: US rentals do not require a credit card to hold the reservation. Specialty vehicles may require a credit card at time of reservation but standard corporate rental vehicles would not require.

7. May I prepay my rental?

Hertz: Corporate rentals do not have a prepay option.

8. Which credit, charge and debit cards do you accept?

Hertz: All major credit cards are accepted. Not all locations accept debit cards. The locations that do accept debit cards do have restrictions. If using a debit card it is advised to contact Hertz reservations at 1-800-654-3131 to verify prior to pick up.

9. Driver's License.

A valid Driver's License is a must no matter which car company you use. If you hold an international driver's license you can rent a car accompanied with your passport in most states.

10. Can someone else drive a car that I rent?

Hertz: In the US for business rentals fellow employees are permitted to drive the vehicle without being listed on the rental agreement or paying an extra fee. The additional driver must meet rental qualifications including being over the age of 20 and having a valid Driver's License. They will receive the corporate coverages.

11. Will you check my driving record?

Hertz: In most cases a driver's license check is automated when processing the rental agreement.

12. Is Smoking permitted in cars?

Hertz: No, Hertz vehicles are smoke free.

National/Enterprise: Smoke-free vehicles are identified by stickers placed on the dashboard and ashtray. Through our cleanliness and vehicle assessment after every rental, a service agent will remove the stickers from the vehicle should any odor related to smoking be detected. While the majority of our vehicles are smoke-free, renters may request a vehicle with smoking permitted.

13. What accommodations do you offer to drivers with disabilities?

Hertz: At Hertz we want to make the rental experience as easy and convenient for everyone. Hertz can offer to equip vehicles with hand Controls or Spinner Knobs. Additionally our locations have accessible parking, and easy access buses. If special equipment is needed this should be indicated at time of reservation.

14. Are Toll Passes available and what is the cost?

Hertz: Toll Passes and Video Tolling are offered in the US at most toll locations through Plate Pass. If a vehicle is equipped there will be a sticker in the upper left hand corner of the vehicle windshield. If Plate Pass is used there will be a \$4.95/day fee up to \$24.75/rental plus the cost of all tolls incurred. Plate Pass charges will be applied to the credit card after the rental closes typically one to 3 weeks from the return date.

15. Do you have a lost and found department and how do I go about contacting them?

Hertz: The Lost and Found will be handled by each location. The easiest way to locate a location's phone number is at www.hertz.com