



## What Your *Account Development Representative* Can Do For You

Team Mailbox: ukadr@ehi.com  
Hunt Line: 0344 335 0218, option 1.

### Your ADR handles:

#### Reservation Requests/ Updates

Rental extensions/ Amendments  
Change in rental drop locations  
Adding an account number to an open or closed rental  
Research RA # or Confirmation/Res. #  
CO2/ P11D requests  
Work to resolve urgent requests (Updating open/closed reservations, queried open/closed tickets)

#### Billing & Invoicing

Billing/invoicing issues  
Method of payment changes on open and closed rentals  
Add/change a billing number on an open or closed rental  
Receipt request / Domestic and International  
Contract rate issues/ queries  
Assist with questions on rates returned by Web or GDS

#### Loyalty

Loyalty profile enrollments  
Loyalty profile upgrades  
Loyalty profile updates  
Add/Delete billing on loyalty profiles  
Send out information (Loyalty, Reservation information)

#### Damage/ Traffic Violations

Traffic Violation Queries/ Requests  
Claims/DRU assistance

#### Other

Assistance with renters on DNR (Do Not Rent)  
General requests and information  
Service complaints  
VIP rentals/ Special requests  
Overseas Pack requests