



Rental Notification/Reservation Procedures

Claims Contact Centre (CCC) Claim Initiation

When a claim is reported and a replacement vehicle is required, the Claims Contact Centre (CCC) will initiate the reservation through the Hertz Canada online reservation system (HIRS) for non-drive and total loss/unrecovered theft claims if the customer (policy holder or tort claimant) has access to coverage. Hertz will contact the customer to confirm the reservation details, vehicle type and pick-up/drop-off arrangements.

For complete CCC procedures, refer to the *Rental Vehicle Strategy - ICBC User Guide* available on the Claims Portal for all work groups, on the Reference Shelf.

Rental Notification from c.a.r.shop VALET Facilities

The following procedures apply when a c.a.r.shop VALET facility determines that they are **not able** to satisfy the customer's alternate transportation needs through ATS, **and**

- chooses to manage the rental with Hertz **directly**, or
- chooses to **transfer the management** of the rental to ICBC:

c.a.r.shop VALET contacts Hertz directly:

c.a.r.shop VALET facility:

1. Phones nearest Hertz Local Office, as found on Hertz.ca, with **at least 24 hours notice**.

Note: If the c.a.r.shop VALET facility is not able to provide the 24 hours notice, the shop will notify Hertz that a customer is waiting and in immediate need of a rental vehicle.

Hertz Local Office:

2. Takes call from shop and creates an HIRS Authorization Request.
3. Contacts customer if further information is required to complete the rental arrangements.

Note: If the rental vehicle is required immediately, Hertz will contact customer at shop location to complete rental arrangements and submit a HIRS Authorization Request.

c.a.r.shop VALET facility:

4. Completes the CL113F, *Notification of Direct Rental*, including all mandatory fields, and selects the radio button indicating the shop **will** manage the customer's alternate transportation needs.



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5. Submits the form to ICBC (handling claim centre) at least **one full ICBC business day** prior to ATS responsibility date.
- LOU/ATS Desk:*
 6. Reviews the file for existing reservation and customer's access to coverage for expenses incurred in renting a replacement vehicle.
 7. Either accepts or rejects the Authorization Request through HIRS, based on customer's access to coverage for expenses incurred in renting a replacement vehicle.
 8. Sends the information provided by the CL113F to the claim file using CWMS Messaging.
- c.a.r.shop VALET facility:*
 9. Manages any changes to the customer's rental needs by notifying the Hertz Local Office directly.
- Hertz Local Office:*
 10. Contacts the shop prior to the expiration of the current Rental Authorization to determine if the customer's vehicle will be delivered on time.
 11. Submit an Extension Request through HIRS to ICBC if necessary.

c.a.r.shop VALET transfers management of rental to ICBC:

- c.a.r.shop VALET facility:*
 1. Completes the CL113F, including all mandatory fields, and selects the radio button indicating the shop **will not** manage the customer's alternate transportation needs.
 - 2a. Submits the form to ICBC (handling claim centre) **at least one full ICBC business day** prior to ATS responsibility date.

Note: If the c.a.r.shop VALET facility is not able to provide the required notice, the shop must phone the LOU/ATS desk to advise that a customer is waiting and in immediate need of a rental vehicle. The CL113F should be completed as soon as possible.
 - 2b. **If the LOU/ATS desk is not available**, the c.a.r.shop VALET facility must phone the claim centre to advise of the customer's immediate need, and also provide the following:
 - the shop's name, address and phone number
 - pick-up date and time
 - additional customer contact phone numbers if available



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LOU/ATS Desk:

3. Reviews the file for existing reservation and customer's access to coverage for expenses incurred in renting a replacement vehicle.
4. Enters the reservation information provided by the CL113F into the HIRS system, including:
 - the shop's name, address and phone number
 - pick-up date and time
 - additional customer contact phone numbers if available
5. **Note:** If the rental vehicle is required immediately, the LOU/ATS desk or the claim centre will phone the Hertz Local Office to advise that the customer is waiting at the shop.

Hertz Local Office:

6. Contacts the customer within one hour of receiving reservation information to confirm rental arrangements.
Note: If the rental vehicle is required immediately, Hertz will contact customer at shop location to complete rental arrangements and submit a HIRS Authorization Request.
7. Provides the Hertz Local Office phone number, rental confirmation information to the customer, and advises the customer to inform Hertz Local Office of any changes in rental needs.

LOU/ATS Desk:

8. Sends the information provided by the CL113F to the claim file using CWMS Messaging.

Hertz Local Office:

9. Contacts the shop prior to the expiration of the current Rental Authorization to determine if the customer's vehicle will be delivered on time.
10. Submits an Extension Request through HIRS to ICBC if necessary.



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Procedures for c.a.r.shop Facilities (non-VALET) and Base Suppliers

Non-VALET c.a.r.shop facilities and base suppliers have the following two options for assisting customers with their direct rental needs:

Base Supplier or c.a.r.shop facility:

1a. Phones nearest Hertz Local Office, as found on Hertz.ca.

Hertz Local Office:

1b. Takes call from shop and creates an HIRS Authorization Request.

OR

Base Supplier or c.a.r.shop facility:

2a. Phones the LOU/ATS desk at the handling ICBC claim centre.

LOU/ATS Desk:

2b. Reviews the file for existing reservation and customer's access to coverage for expenses incurred in renting a replacement vehicle.

3. Enters the reservation information provided by the shop by phone into the HIRS system, including:

- the shop's name, address and phone number
- pick-up date and time
- additional customer contact phone numbers if available

Hertz Local Office:

4. Contacts customer if further information is required to complete the rental arrangements.

Note: If the rental vehicle is required immediately, Hertz will contact customer at shop location to complete rental arrangements and submit a HIRS Authorization Request.



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Situations where customers choose non-Hertz suppliers:

The following procedures apply when a customer chooses a non-Hertz supplier and/or is **already in a non-Hertz supplier vehicle**.

Non-Hertz Supplier:

1. Submits Initial Authorization Request to handling Claim Centre.

LOU/ATS Desk:

2. Reviews the Initial Authorization Request and determines if the daily rate matches the ICBC Rate Structure.

3. **If Initial Authorization matches ICBC Rate Structure:**

- LOU/ATS desk accepts Authorization Request based on customer LOU coverage & customer liability.
- LOU/ATS desk pays bills as per current handling process.

4. **If Initial Authorization does not match ICBC Rate Structure:**

- LOU/ATS desk rejects Authorization Request based on non-Hertz rental supplier not conforming to the ICBC Rate Structure, and
- Sends the unpaid bill with the form cover letter back to the non-Hertz supplier.

Customer:

5.
 - Returns the vehicle and is billed by the non-Hertz supplier.
 - Submits paid rental receipt to Claim Centre for reimbursement consideration.
 - Claim Centre is to reimburse the customer as per current handling process up to coverage limits.

The following procedures apply when a c.a.r.shop VALET facility cannot meet or manage the customer's alternate transportation needs and **customer is not willing to go to Hertz**.

c.a.r.shop VALET facility:

1. Completes the CL113F, including all mandatory fields, and selects the radio button indicating the shop **will not** manage the customer's alternate transportation needs and that the customer has been advised of potential additional fees and potential up-front payment requirement.



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2. Submits the form to ICBC (handling claim centre) at least **one full ICBC business day** prior to ATS responsibility date.

Note: If the c.a.r.shop VALET facility is not able to provide the required notice, the shop must phone the LOU/ATS desk to advise that a customer is not willing to go to Hertz but requires alternate transportation. The CL113F should be completed as soon as possible.

c.a.r.shop VALET conversation with customer:

The Express Repair Participant must explain the rental choices and billing process. Specifically, they must advise the customer that if they select a supplier that does not bill at the ICBC Rate Structure:

- They may be charged additional fees; and
- they may have to pay the entire bill and submit the bill to ICBC for reimbursement consideration.
- Customer will be responsible for making rental arrangements.

LOU/ATS Desk:

3. Reviews the file for existing reservation and customer's access to coverage for expenses incurred in renting a replacement vehicle.
4. Sends the information provided by the CL113F to the claim file using CWMS Messaging.



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Non-Hertz Supplier submits Initial Authorization Request

The following procedures apply when a c.a.r.shop VALET facility cannot meet or manage the customer's alternate transportation needs and a **non-Hertz supplier submits** the Initial Authorization Request to the handling claim centre:

Non-Hertz Supplier:

1. Submits Initial Authorization Request to handling Claim Centre.

LOU/ATS Desk:

2. Reviews the Initial Authorization Request and determines if the daily rate matches the ICBC Rate Structure.
3. **If Initial Authorization matches ICBC Rate Structure:**
 - LOU/ATS desk accepts Authorization Request based on customer LOU coverage & customer liability.
 - LOU/ATS desk pays bills as per current handling process.
4. **If Initial Authorization does not match ICBC Rate Structure:**
 - LOU/ATS desk rejects Authorization Request based on non-Hertz rental supplier not conforming to the ICBC Rate Structure, and
 - Sends the unpaid bill with the form cover letter back to the non-Hertz supplier.

Customer:

5.
 - Returns the vehicle and is billed by the non-Hertz supplier.
 - Submits paid rental receipt to Claim Centre for reimbursement consideration.
 - Claim Centre is to reimburse the customer as per current handling process up to policy coverage limits.
6. If there is a change of rental needs (e.g. pickup date), the customer is to advise the non-Hertz supplier of any changes to their rental needs (e.g., pickup date).