Ezi Business Guide

100%
Kiwi owned
and operated

0800 736 453
+64 9 254 4397
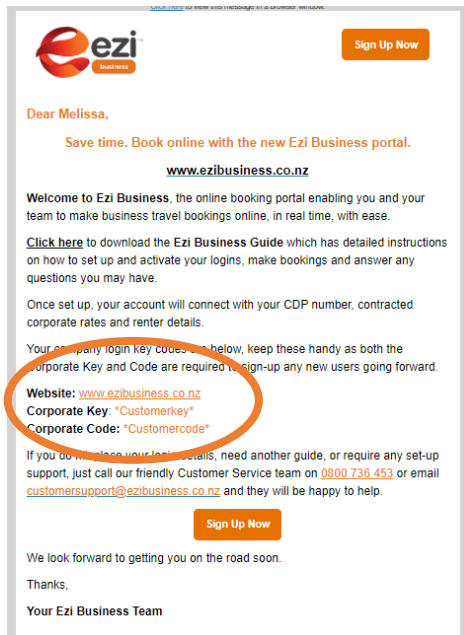
www.ezibusiness.co.nz

table of contents

How to sign-up initially

1. Open the email you received from Ezi Business or your Ezi Account Manager which contains your individual Corporate Key and Corporate Code. These are your individual details which you will need to access your business profile on the Ezi Business portal

2. Go to **www.ezibusiness.co.nz** and click on the **LOGIN** button on the top right-hand corner
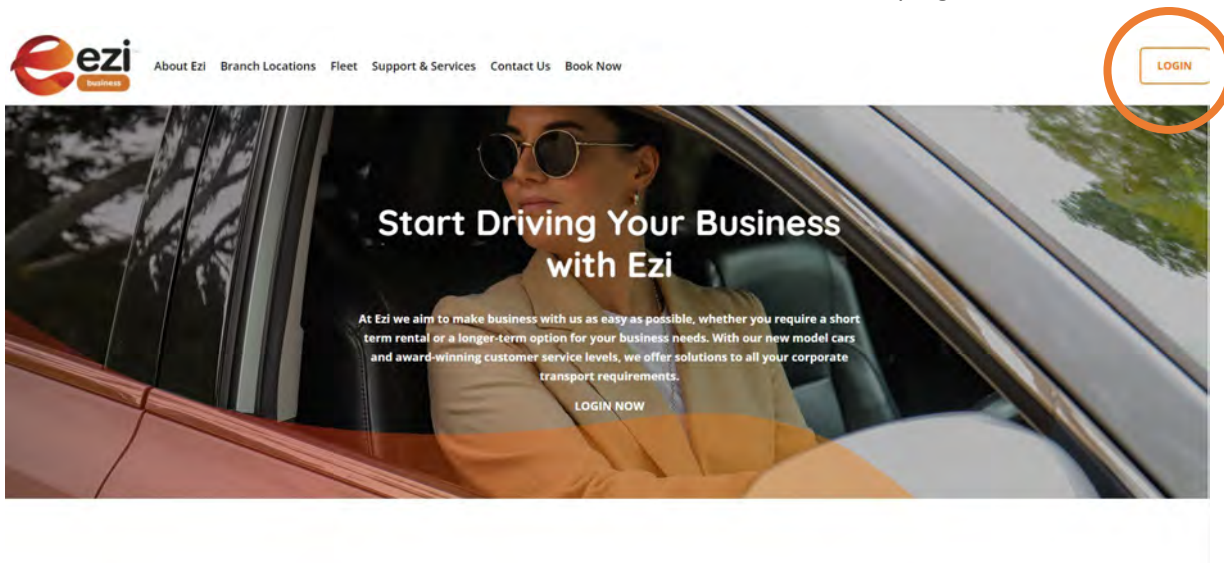
3. Click on the **SIGN UP** button
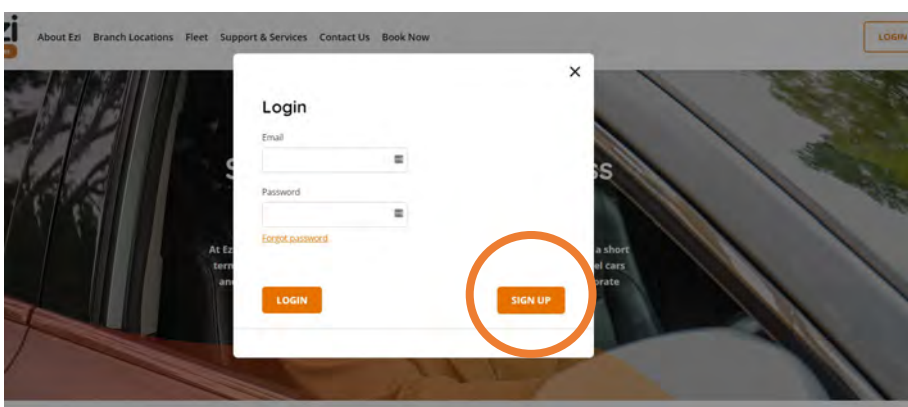
How to sign-up initially continued…

4.   Enter all your details, including your password. Please note the password must be at least 8 characters long and contain an uppercase, lowercase and a special character. Click on the **I'm not a robot** button, then please read and review the **Terms and Conditions** and tick the box to agree to these. On doing so, you will be verifying your acceptance of our Terms and Conditions. Click on **REGISTER** to save these details

5.   Check your inbox for the verification code that was emailed to you (example below) and do not close the Ezi Business webpage, copy the confirmation code and enter this in the Ezi Business screen
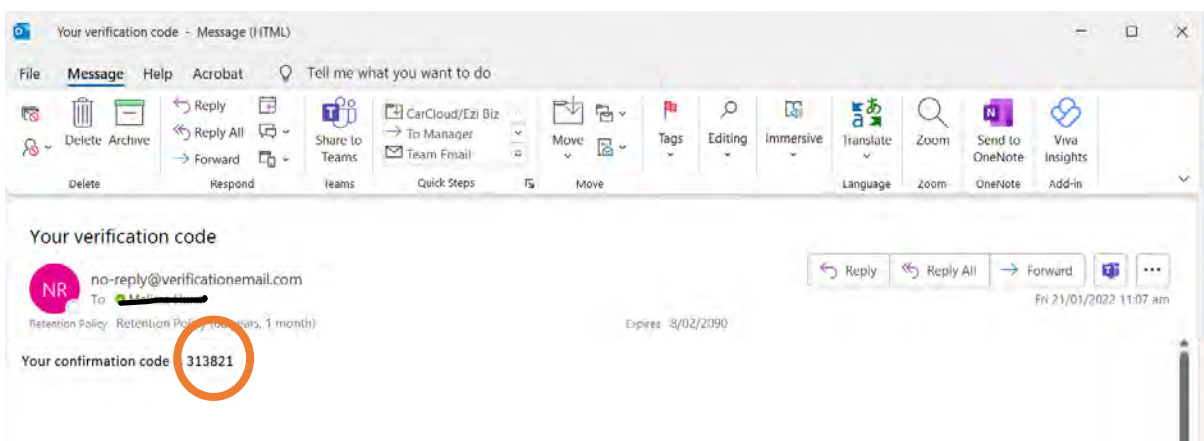
How to sign-up initially continued…

6. Enter in your Corporate Key and Corporate Code, select who should receive the confirmation emails when a booking is made, and click **APPLY** to save your details

Please note **DO NOT CLICK** the 'I will be the driver' tickbox under Customer Details as this feature is still under development

7. You are now successfully registered on the Ezi Business portal. Go to **Book Now** or on the **Ezi Business logo** to go to your dedicated home screen and to make your first booking
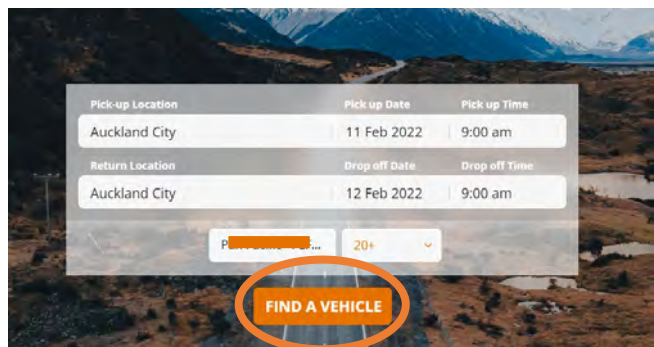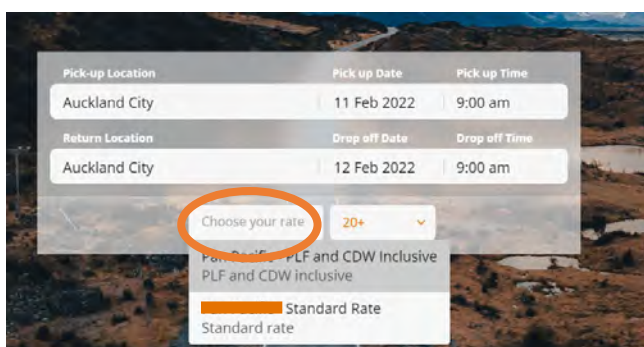
How to make a booking

1. Login to your account on the homepage under **LOGIN** using the email address and password you used when signing up initially. If you have forgotten your password, see the instructions on page 14.
Once the details are entered, this will take you automatically to your individual portal which has your CDP and rates pre-loaded
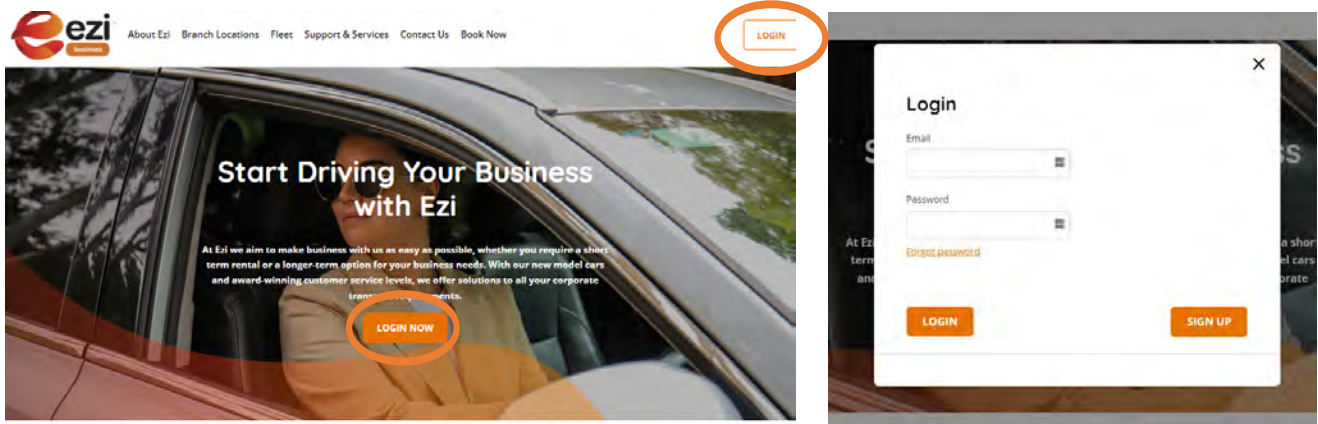
2. Select your Pick-up and Return Location and the associated dates and times for the booking

3. Next click on the **Choose your rate** drop-down box to select from your corporate rates for this booking. The different rates are detailed in the title, and some customers may only have one rate to select. Now click on **FIND A VEHICLE** to progress to the next stage of your booking

How to make a booking continued...

4. You will now see all the available vehicles and the total cost including GST*. You can use the filters along the top to see what type of vehicle is available, or scroll down to see the full selection. Once decided, choose **SELECT** beside the vehicle you want to book
    Please note the prices shown below are for illustrative purposes only

5. You can now select from the different add-on vehicle options available to you including Booster Seat, Car Seat, Racks and Snow Chains*. Click on **ADD** to add this to your booking. The Snow Chains are automatically calculated based on the number of days of your booking. You can also click **REMOVE** if you added this in error
    * Please note not all options are available from all locations or across all vehicle classes

How to make a booking continued...

6. You can also add more Booster or Car Seats by selecting **ADD** then click the **+** button to add more to the booking. If you want to remove this, click the **–** button

7. The total price of the booking is shown in the 'Quote Details' box, this automatically updates when you select the various options. Once you have selected the options, click on **NEXT**

How to make a booking continued…

8. The Book screen is where you add in the renters details, including full name, email address and phone number. You can also select who receives the booking confirmation email (either yourself, the renter or both of you). To book the vehicle you will also need to review our **Terms and Conditions** and tick the box to agree to these. On doing so, you will be verifying your acceptance of our Terms and Conditions. Once all the details are completed, select **BOOK VEHICLE** and this will confirm your booking

9. **Your booking has been confirmed.** You will see the booking confirmation screen along with your Booking Confirmation Number, this starts with an **R0** (it is the number zero 0 and NOT the letter O). You can print this page by selecting **PRINT** or you (or the renter) will receive a booking confirmation within 15 minutes of booking

How to make a booking continued…

10. Select **MAKE ANOTHER BOOKING** at the base of the page or go to **Book Now** at the top of the page to be taken back to your home screen
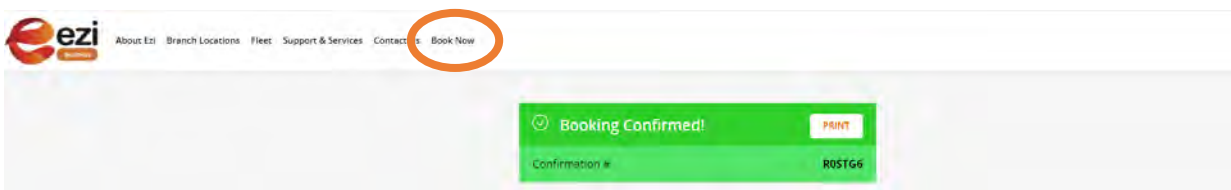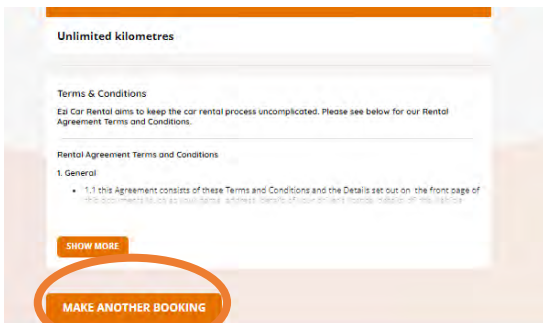
How to change your Corporate Key and Corporate Code

1. Once logged in, on the homepage, select your **NAME** in the top right-hand corner
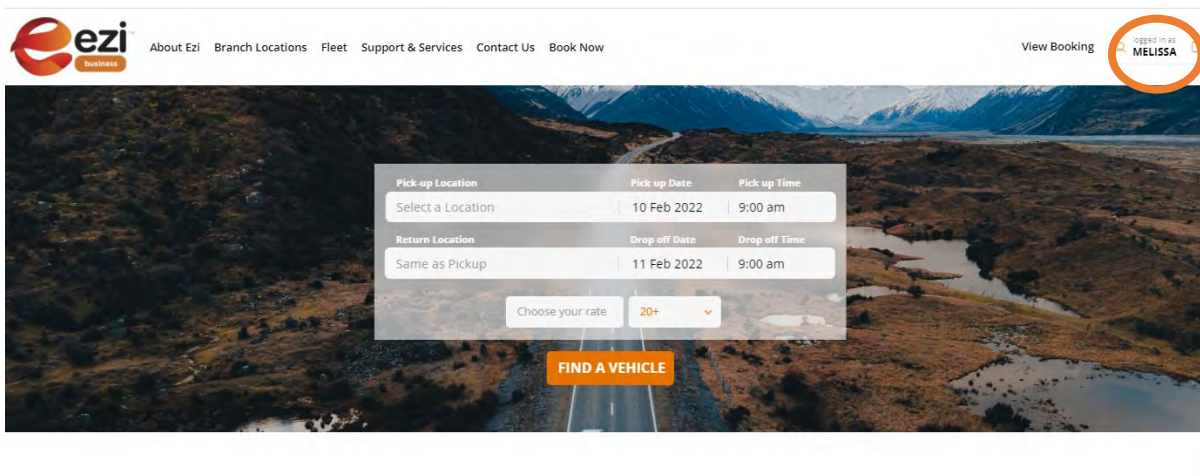
2. Under Manage Profile, add in your new Corporate Key and Corporate Code under the B2B Credentials fields
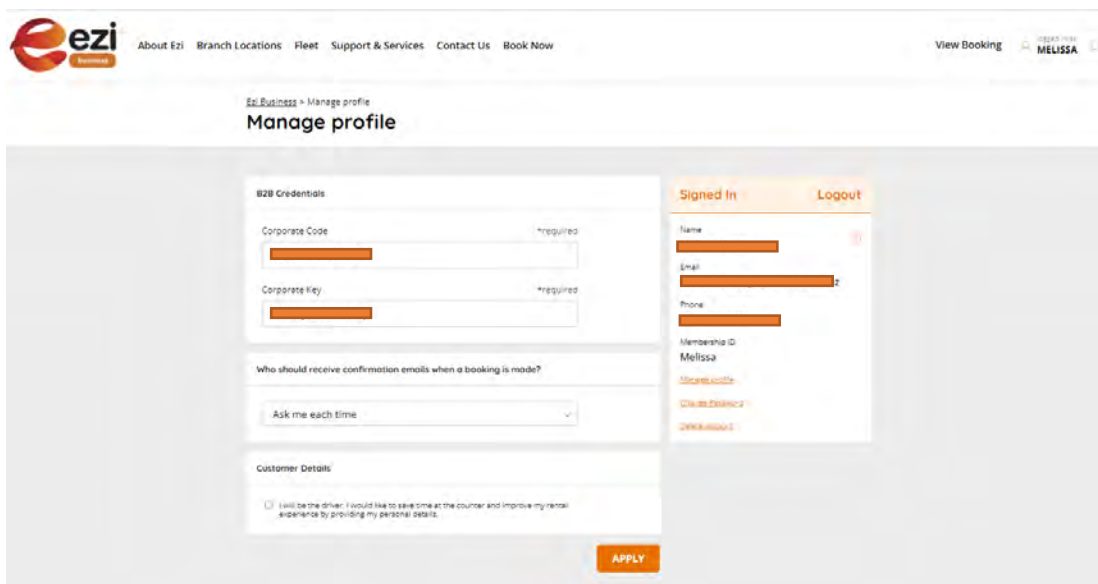
3. Click **APPLY,** and you will get the message saying *'Your profile was updated successfully'.*
You can also update your Confirmation Email setting and main driver Customer Details on the Manage Profile screen
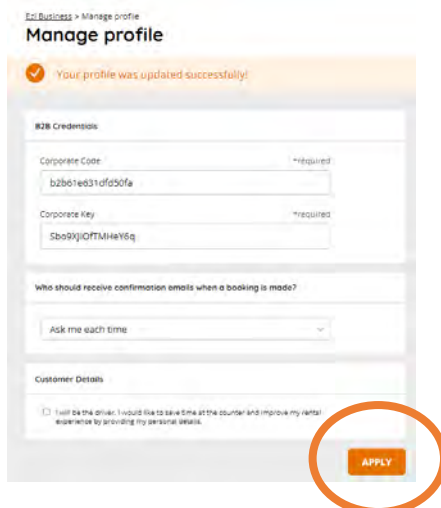
Please note **DO NOT CLICK** the 'I will be the driver' tickbox under Customer Details as this feature is still under development

How to change your Corporate Key and Corporate Code continued...

4. Click on the **Ezi Business logo** on the top left-hand corner of the screen or select **Book Now** along the top of the screen to be returned to your main account and booking page

How to change your password

1. Once logged in, on the homepage, select your **NAME** in the top right-hand corner
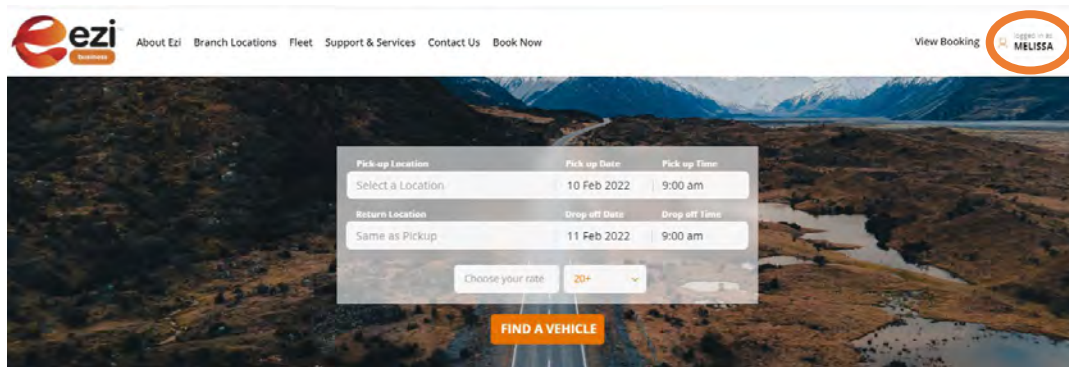
2. Under Manage Profile, select **Change Password**, this is found on the right-hand side under your personal details
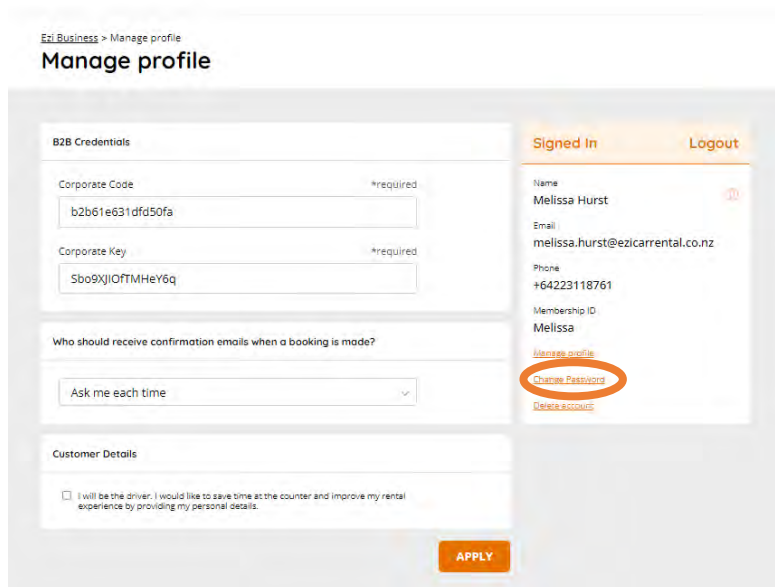
3. Enter in your current password which you used when signing in (note this is not the Corporate Key and Code) and type in your new password twice. Please note the password must be at least 8 characters long and contain an uppercase, lowercase and a special character. Click on **APPLY** to save the new password
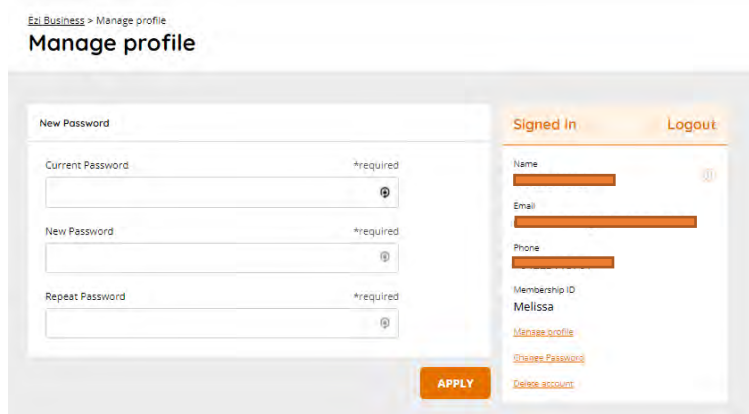

4. Once applied, you will get a confirmation message that *'Your password was updated successfully'*
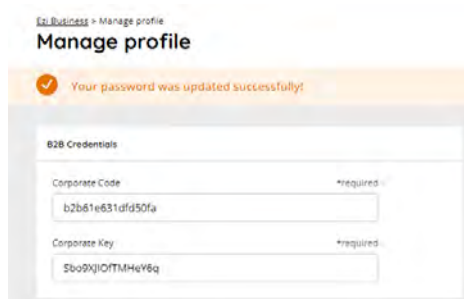
How to reset a forgotten password

1. Go to **www.ezibusiness.co.nz** and click on the **LOGIN** button on the top right-hand corner
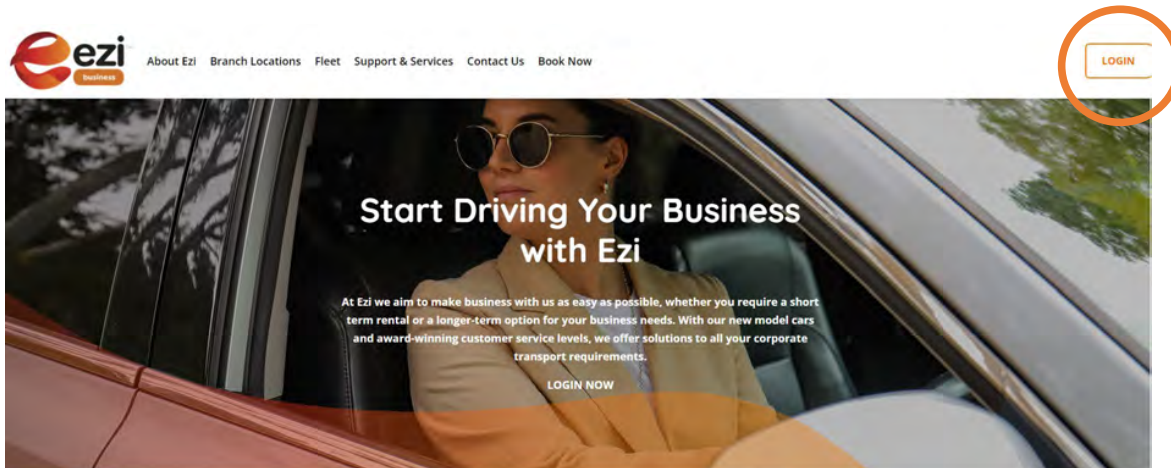
2. Select **Forgot password** under the Login details
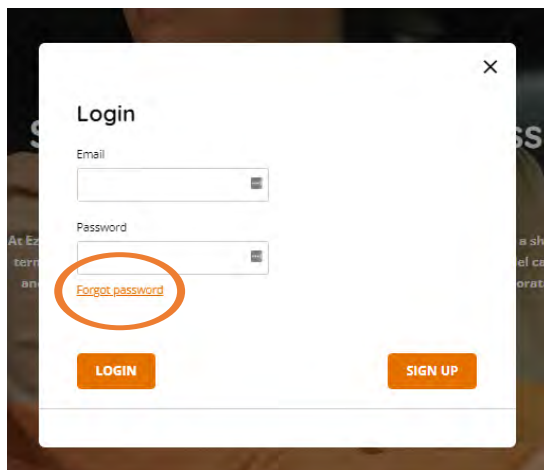
3. Enter in the email address you used to sign-up or login with, and select **NEXT**
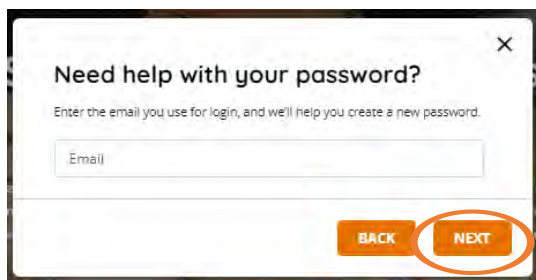
4. Enter in the email address you used to sign-up or login with and your new password. Please note the password must be at least 8 characters long and contain an uppercase, lowercase and a special character. You will also receive a six digit verification code to your inbox, add this to the **Verification Code** field and click **SUBMIT**
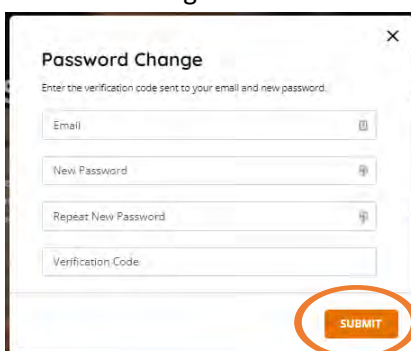
5. Your password will be automatically updated and you will be returned to the home screen

How to check an existing booking

1. Once logged in, on the homepage select **View Booking** on the top right-hand corner
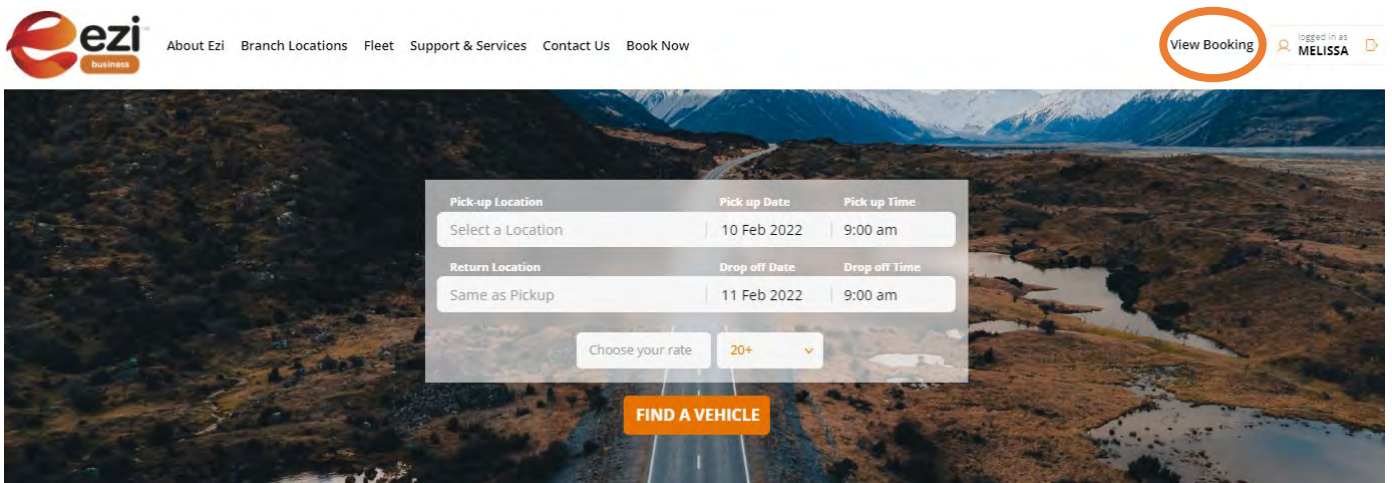
2. Enter in your Booking Confirmation number - please note that the Booking Confirmation number starts with an **R0** (it is the number zero 0 and NOT the letter O). You can find the Booking Confirmation number on your confirmation email which you will receive after making a booking. Also enter the Last Name of the renter from this booking, this is not your last name (unless you made the booking for yourself). Then click **MANAGE**
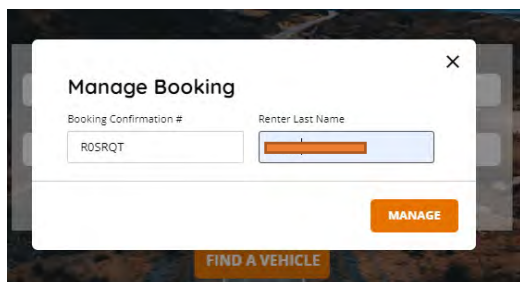
3. Your booking details will be displayed. You can print the booking also by selecting **PRINT,** or cancel the booking by selecting **CANCEL**
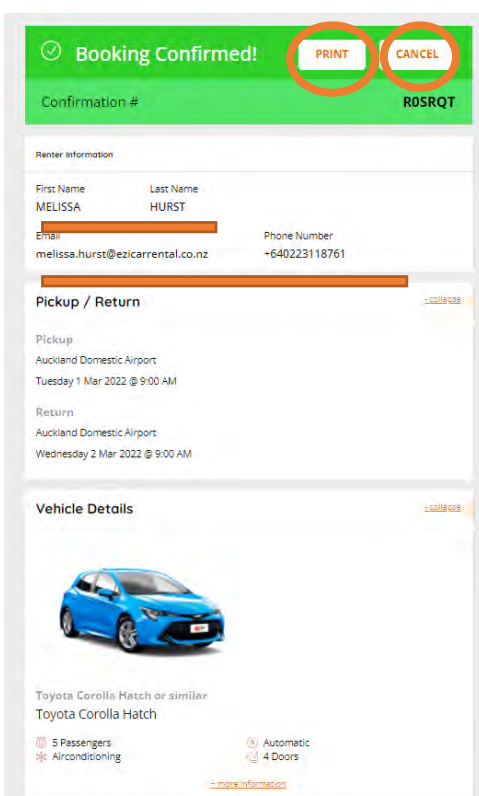
How to cancel an existing booking

1. Once logged in, on the homepage select **View Booking** on the top right-hand corner
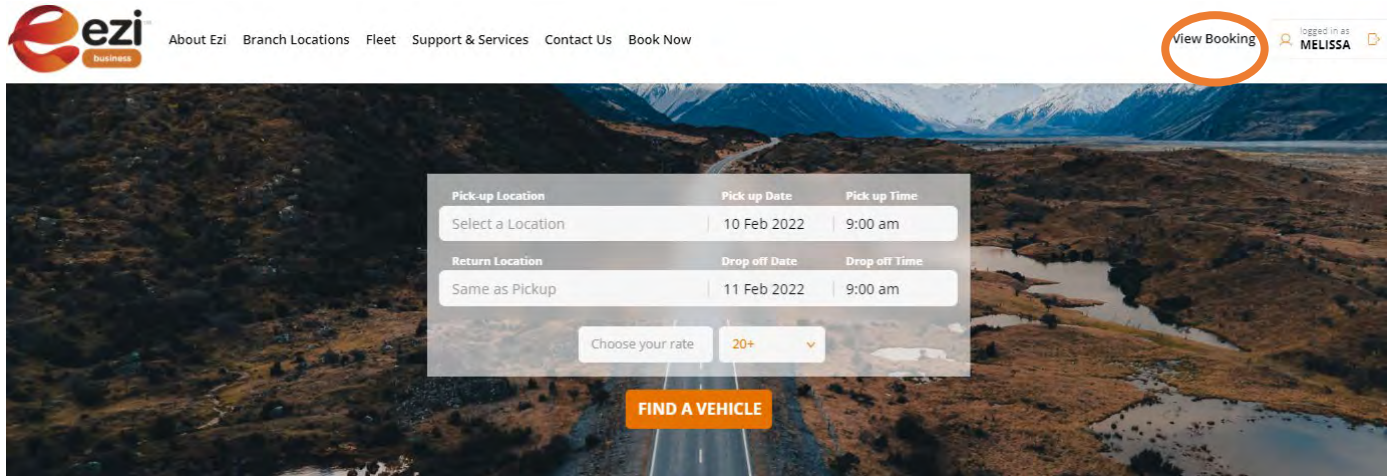
2. Enter in your Booking Confirmation number - please note that the booking number starts with an **R0** (it is the number zero 0 and NOT the letter O). You can find the Booking Confirmation number on your confirmation email which you will receive after making a booking. Also enter the Last Name of the renter from this booking, this is not your last name (unless you made the booking for yourself). Then click **MANAGE**
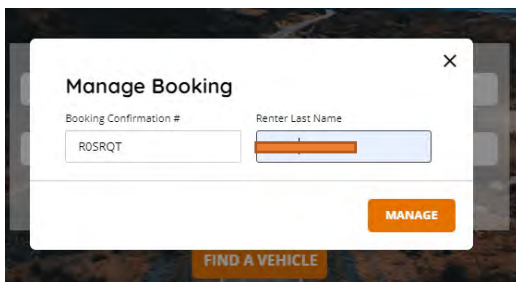
3. Your booking details will be displayed. You can cancel the booking by selecting **CANCEL**
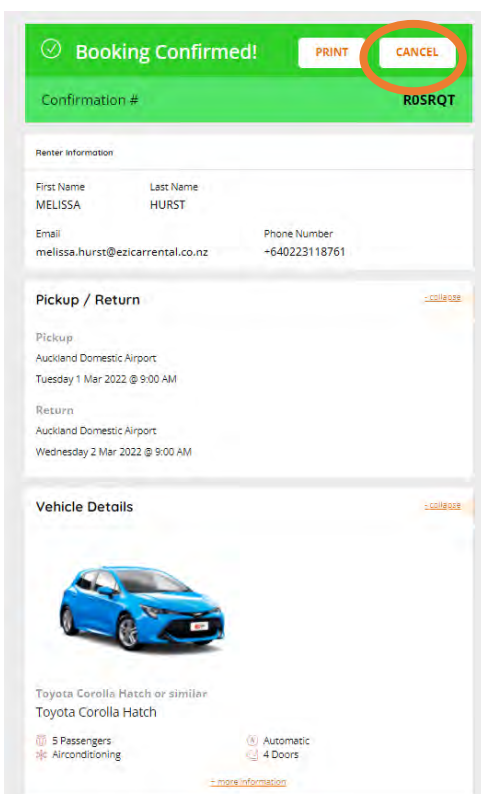
How to cancel an existing booking continued…

4. You will be prompted to confirm if you want to cancel the booking, select **YES**
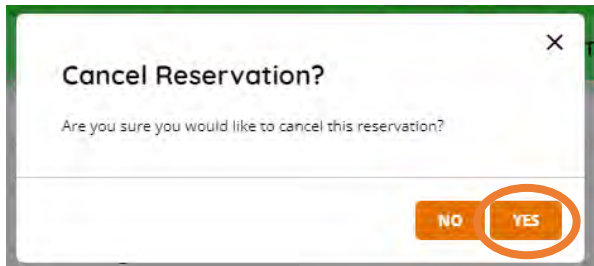
5. The messaging will update to say *'Booking Cancelled'*. You will also receive a booking cancellation email within 15 minutes confirming that this booking has been cancelled

How to change your account using a new Corporate Key and Code

1. Once logged in, on the homepage, select your **NAME** in the top right-hand corner
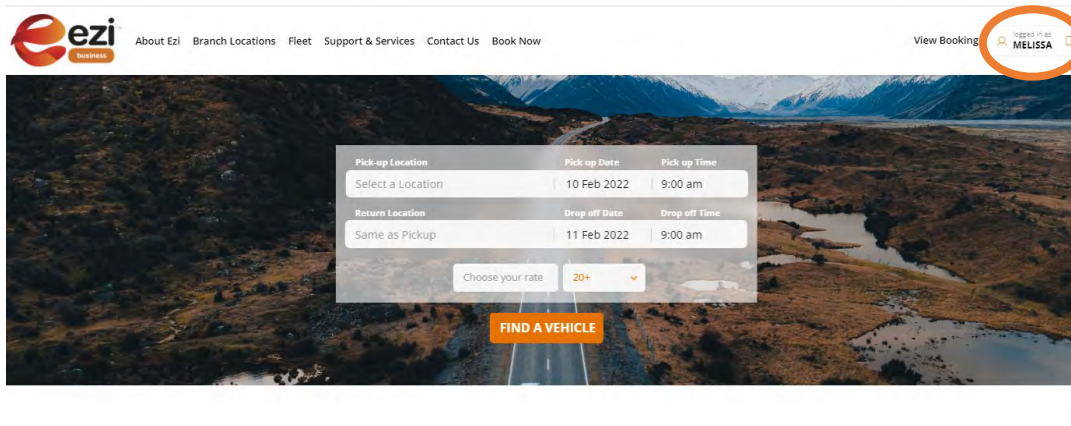
2. Under Manage Profile, add in your updated or new Corporate Key and Corporate Code and click **APPLY**

3. You will get confirmation this update worked via the *'Your profile was updated successfully'* message

How to change your account using a new Corporate Key and Code continued...

4. Click on the **Ezi Business logo** on the top left-hand corner of the screen or select **Book Now** along the top of the screen to be returned to your main account and booking page. Your new rates and CDP will be automatically updated and you are ready to book
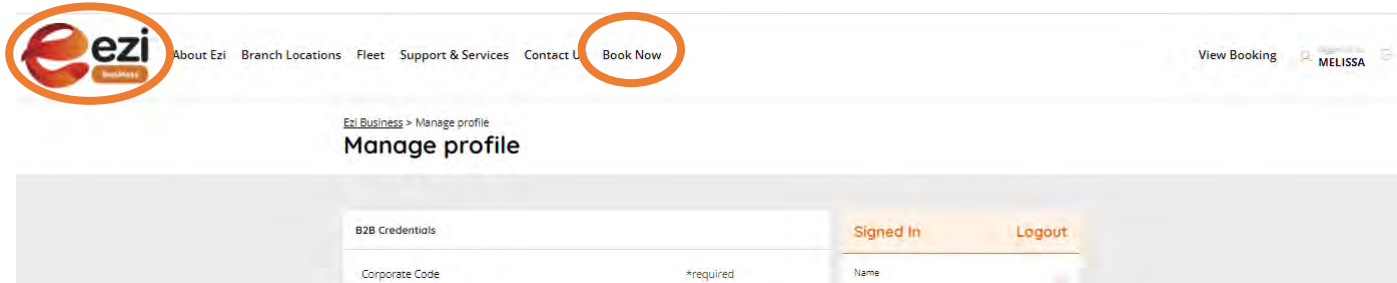
How to update who should receive the confirmation emails when a new booking is made

1. Once logged in, on the homepage, select your **NAME** in the top right-hand corner
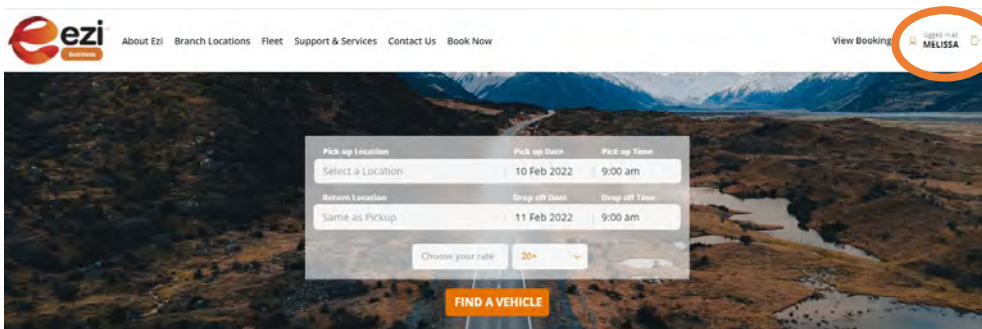
2. Under Manage Profile, use the drop-down box under **Who should receive confirmation emails when a booking is made?**

3. There are three options to select from 1) Me only, 2) Me and the renter, and 3) Ask me each time. A detailed explanation of these settings is below:

1) **Me only** means only you will receive the booking confirmation email, this will use the email address you initially signed into the portal with

2) **Me and the renter** means both yourself and the renter (whose details you will add on the booking confirmation screen) will both receive the booking confirmation email

3) **Ask me each time** is where you will be prompted on the booking confirmation screen as to who should receive the booking confirmation email. This will occur every time you make a new booking and will give you the three options above to choose from

   Hit **APPLY** and you will see the confirmation message **'Your profile was updated successfully'**
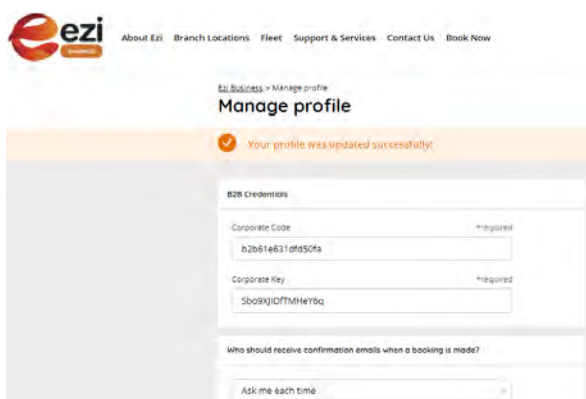
How to send out sign-up details for other individuals in your company to use the Corporate key and code

If there are other individuals in your company that will also require access to the Ezi Business booking portal, simply send them the Corporate Key and Code and they can then sign up following the normal sign up procedures as featured on **page 3.** The Corporate Key and Corporate Code are what gives you access to your portal with your individual contracted rates and CDP.

How to add/remove renters from your business account

If you have an individual registered under your account and you would like to remove their access, for example they may have left the company, simply email us at **customersupport@ezibusiness.co.nz** with the email address you need

to be removed, and we will action this within 24 hours.

How to modify an existing booking

If you need to modify an existing booking, please contact our Customer Service and Reservations team during business hours from 7:00am to 6:00pm on weekdays, and from 8:00am to 6:00pm on weekends. Please ensure you have your Booking Confirmation number (starts with an **R0**) so that we can modify the correct booking.

Call tollfree: **0800 736 453**
Call from International countries: **+64 9 254 4397**
Email Reservations: **bookings@ezibusiness.co.nz**
Email Customer Service: **customersupport@ezibusiness.co.nz**

Who should I contact if I have any queries?

Our Customer Service and Reservations team can handle your enquiry promptly during business hours from 7:00am to 6:00pm on weekdays, and from 8:00am to 6:00pm on weekends.

Call tollfree: **0800 736 453**
Call from International countries: **+64 9 254 4397**
Email Reservations: **bookings@ezibusiness.co.nz**
Email Customer Service: **customersupport@ezibusiness.co.nz**

key contacts

Customer services and reservations

Our Customer Service and Reservations team is based at our Support Offices in Auckland and Christchurch and handle all corporate enquiries and bookings.

Email: bookings@ezibusiness.co.nz
Freephone: 0800 736 453 (within New Zealand)
Freephone: 1800 129 102 (from Australia)
Telephone: +64 (0)9 254 4397

Operating hours

Our Customer Service and Reservations operating hours are:

07:00 - 18:00 Monday to Friday
08:00 - 18:00 Saturday and Sunday

Hours may change due to the Covid-19 pandemic.

Other key contacts

Customer Support
Email: customersupport@ezibusiness.co.nz

Nicki Dawson - National Sales Manager
Tel: 0800 736 453
Email: nicki.dawson@ezicarrental.co.nz

Monisha Nadan - Customer Service Manager
Tel: 0800 736 453
Email: monisha.nadan@ezicarrental.co.nz