

# Ezi Business Guide

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**100%**  
Kiwi owned  
and operated

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0800 736 453  
+64 9 254 4397

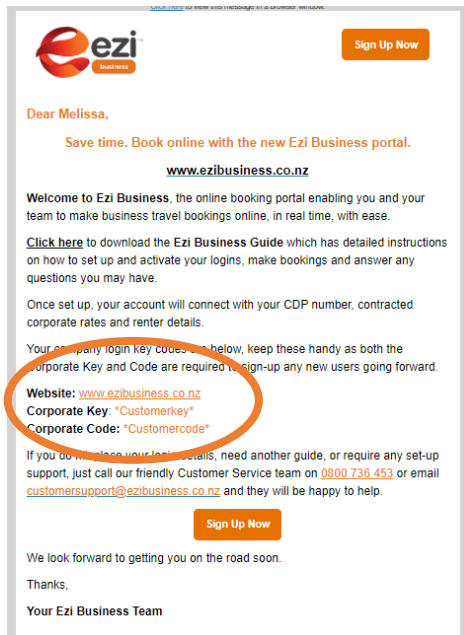
[www.ezibusiness.co.nz](http://www.ezibusiness.co.nz)

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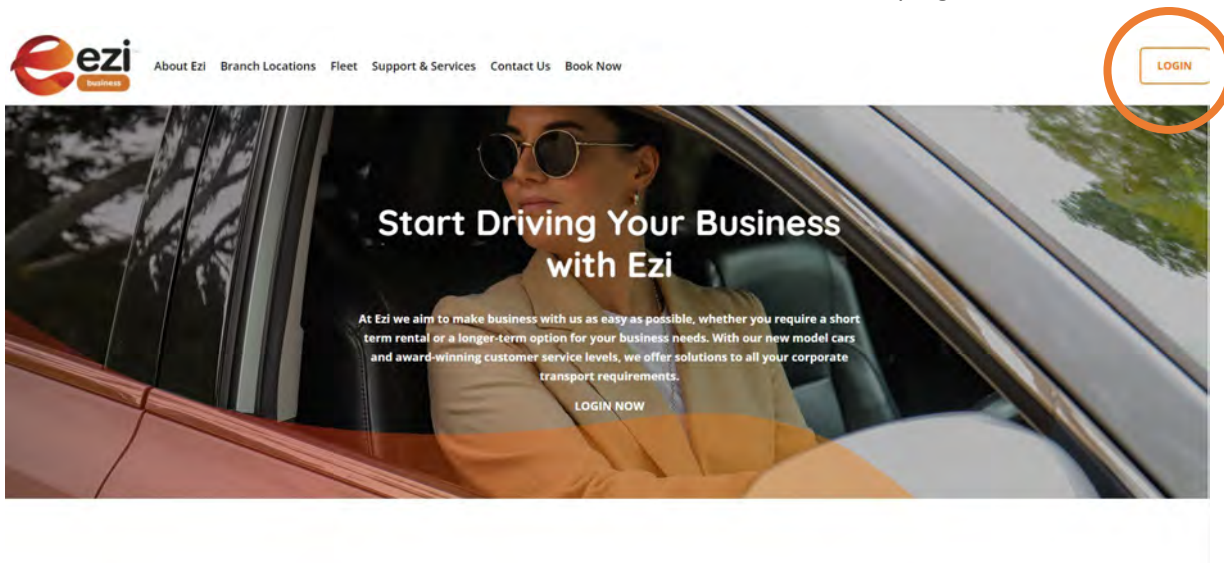
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# How to sign-up initially

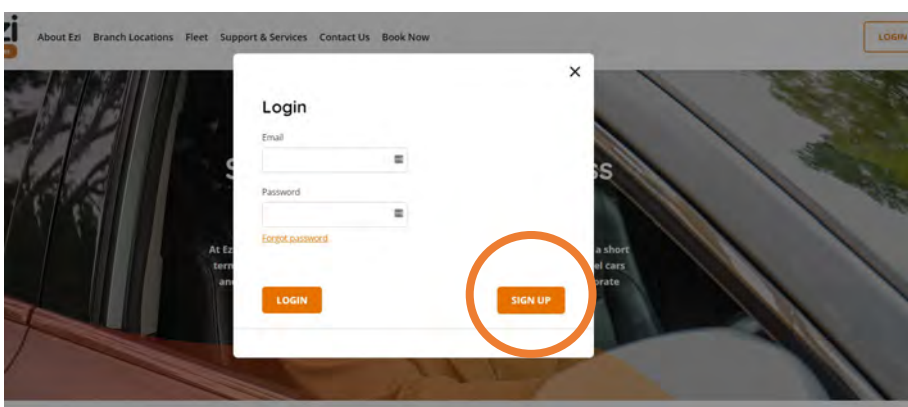
1. Open the email you received from Ezi Business or your Ezi Account Manager which contains your individual Corporate Key and Corporate Code. These are your individual details which you will need to access your business profile on the Ezi Business portal



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

**Signup**

**Customer Details**

First Name \*required Last Name \*required

Email \*required

Phone Number  
+64 (NZ)

Password \*required  
Must be at least 8 character long, required lowercase, uppercase, number and special character.

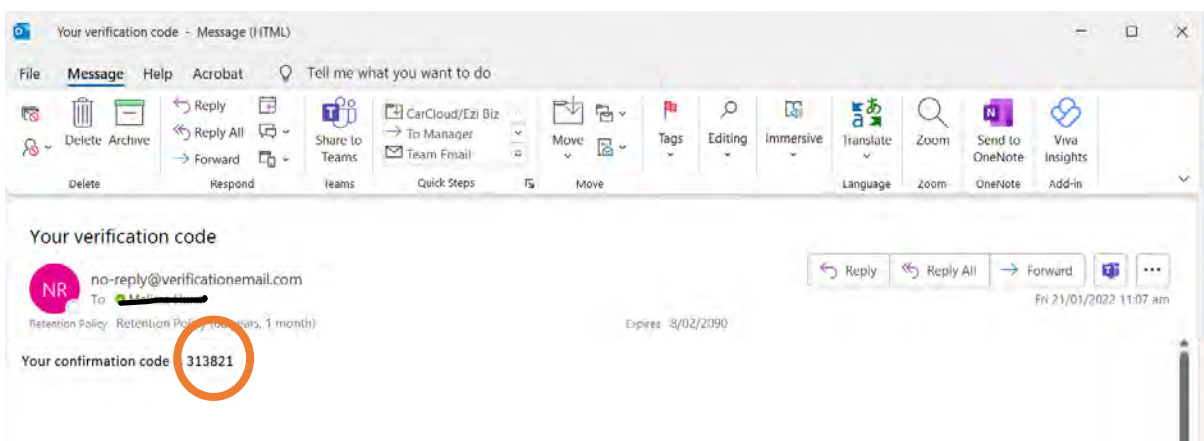
Repeat Password \*required

☐ I'm not a robot

☐ I agree to the **Terms and Conditions**.

**REGISTER**

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

The screenshot shows a web form with three main sections. The first section, 'B2B Credentials', contains two text input fields: 'Corporate Code' and 'Corporate Key', both marked as '\*required'. The second section, 'Who should receive confirmation emails when a booking is made?', features a dropdown menu currently set to 'Ask me each time'. The third section, 'Customer Details', contains a checkbox labeled 'I will be the driver. I would like to save time at the counter and improve my rental experience by providing my personal details.' An arrow points from this checkbox to a separate text block. Below the checkbox is an orange 'APPLY' button, which is circled in orange.

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

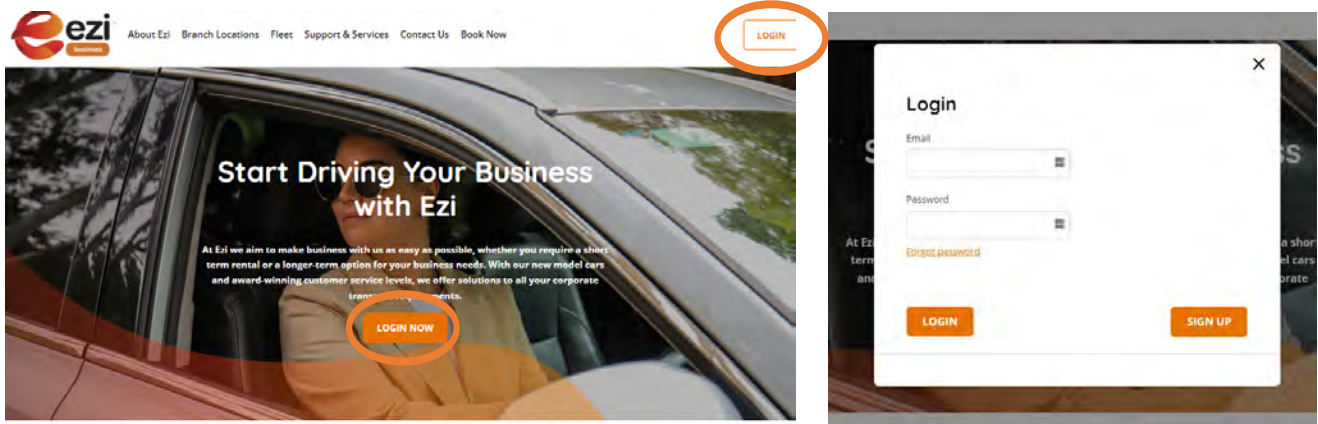
7. You are now successfully registered on the Ezi Business portal. Go to **Book Now** or on the **Ezi Business logo** to go to your dedicated home screen and to make your first booking

The screenshot shows the Ezi Business portal home screen. At the top, the 'eezi business' logo is circled in orange. To its right, the navigation menu includes 'About Ezi', 'Branch Locations', 'Fleet', 'Support & Services', 'Contact Us', and 'Book Now', with 'Book Now' also circled in orange. On the right side of the header, there are links for 'View Booking' and a user profile for 'MELISSA'. Below the header, a message states 'Your profile was updated successfully!'. The main content area is titled 'Manage profile' and contains the same form as in the previous screenshot. To the right of the form is a 'Signed In' sidebar showing the user's name, email, phone, and membership ID 'Melissa', along with links to 'My recent rentals', 'Change Password', and 'Cancel account'. An orange 'APPLY' button is at the bottom right of the form.



# How to make a booking

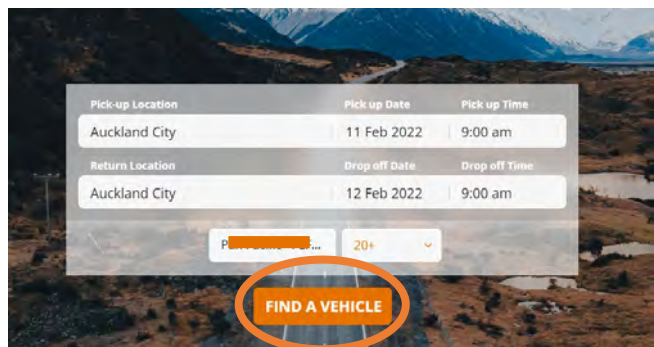
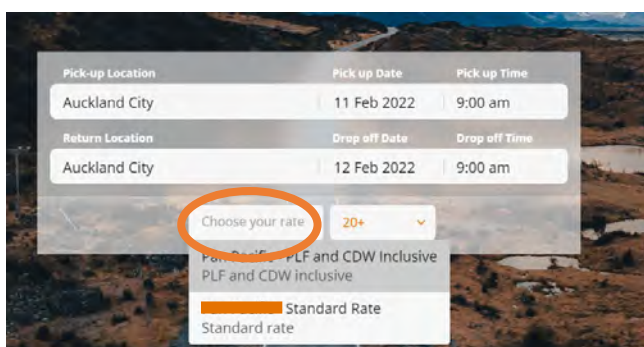
1. Login to your account on the homepage under **LOGIN** using the email address and password you used when signing up initially. If you have forgotten your password, see the instructions on page 14. Once the details are entered, this will take you automatically to your individual portal which has your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



2. Select your Pick-up and Return Location and the associated dates and times for the booking

This screenshot shows the booking form on the Ezi Business website. It includes fields for 'Pick-up Location' (Auckland City), 'Pick up Date' (11 Feb 2022), 'Pick up Time' (9:00 am), 'Return Location' (Auckland City), 'Drop off Date' (12 Feb 2022), and 'Drop off Time' (9:00 am). Below these is a 'Choose your rate' section with a '20+' dropdown menu. A 'FIND A VEHICLE' button is prominently displayed at the bottom of the form.

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*

The screenshot shows the '2. Rates' step of the booking process. It features a list of vehicles with their details and a 'SELECT' button for each. The first vehicle, a Toyota Corolla Hatch, is highlighted with an orange circle around its 'SELECT' button.

Vehicle	Price (NZD)	Buttons
Toyota Corolla Hatch or similar	440.00	SELECT
Mitsubishi ASX or similar	456.00	SELECT
Toyota RAV4 2WD or similar	516.00	SELECT

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*

The screenshot shows the '3. Options' step of the booking process. It features a list of add-on options with their details and an 'ADD' button for each. The 'Booster Seat' option is highlighted with an orange circle around its 'ADD' button.

Option	Price (NZD)	Buttons
Booster Seat	39.13	ADD
Car Seat	39.13	ADD
Racks	39.13	ADD
Snow Chains	10.43	ADD

The screenshot shows the '3. Options' step of the booking process. It features a list of add-on options with their details and an 'ADD' button for each. The 'Snow Chains' option is highlighted with an orange circle around its 'REMOVE' button.

Option	Price (NZD)	Buttons
Booster Seat	39.13	ADD
Car Seat	39.13	ADD
Racks	39.13	ADD
Snow Chains	10.43	REMOVE

## 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

The screenshot shows the '3. Options' step of a booking process. On the left, under 'Extras', there are four items: 'Booster Seat' (NZD 39.13 per unit), 'Car Seat' (NZD 39.13 per unit), 'Racks' (NZD 39.13 per unit), and 'Snow Chains' (NZD 10.43 per day). Each item has an 'ADD' button. The 'Booster Seat' item is highlighted with an orange circle, and its quantity is set to 1, with '-' and '+' buttons for adjustment. Below the extras is a 'Distance Restrictions' section with an 'Unlimited' option (NZD 0.00 per unit) and a 'SELECT' button. At the bottom left are 'BACK' and 'NEXT' buttons. On the right, the 'Pickup / Return' section shows pickup at Auckland City on Tuesday 1 Mar 2022 @ 9:00 AM and return at Auckland City on Saturday 5 Mar 2022 @ 9:00 AM. The 'Vehicle Details' section shows a blue Toyota Corolla Hatch with 5 passengers, air conditioning, automatic transmission, and 4 doors.

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**

This screenshot is similar to the previous one, but the 'NEXT' button at the bottom left is circled in orange. Additionally, the 'Quote Details' box at the bottom right is circled in orange. The 'Quote Details' box shows a breakdown of the total price: 'Included' (0.00), '4 PREPAID DAYS' (0.00), 'GPS' (0.00), 'GST' (0.00), 'Ez Premium Cover' (0.00), and 'GST' (0.00). The 'TOTAL' is NZD 440.00, and the 'PAID BY RENTER' is NZD 0.00.



## 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

1. Search 2. Rates 3. Options 4. Book 5. Confirm

**Renter Information**

First Name \* required Last Name \* required  
e.g. John... e.g. Smith...

Email \* required  
e.g. johnsmith@mail.com

Phone Number \* required  
+64 (NZ) e.g. 123 123 123...

**Other Information**

Who should receive confirmation emails when a booking is made?  
Me only

Book your Vehicle Now  
☐ I agree to the [Terms & Conditions](#)

**BOOK VEHICLE**

**Terms & Conditions**

Ezi Car Rental aims to keep the car rental process uncomplicated. Please see below for our Rental Agreement Terms and Conditions.

Rental Agreement Terms and Conditions

1. General

- 1.1 this Agreement consists of these Terms and Conditions and the Details set out on the front page of this documents (such as your name, address, details of your driver's licence, details of the vehicle, the amount of your excess, additional insurance, evolutions and the dates of the

**Pickup / Return**

Pickup  
Auckland City  
Tuesday 1 Mar 2022 @ 9:00 AM

Return  
Auckland City  
Saturday 5 Mar 2022 @ 9:00 AM

Renter Age  
20+

**Vehicle Details**

Toyota Corolla Hatch or similar  
Toyota Corolla Hatch

5 Passengers Automatic  
Airconditioning 4 Doors

[more information](#)

**Quote Details**

Included

4 PREPAID DAYS	0.00
GPS	0.00
GST	0.00
Exi Premium Cover	0.00
GST	0.00

**TOTAL NZD 440.00**  
**PAID BY RENTER NZD 0.00**

9. **Your booking has been confirmed.** You will see the booking confirmation screen along with your Booking Confirmation Number, this starts with an **RO** (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

**Booking Confirmed!** **PRINT**

Confirmation # **ROSTG6**

**Renter Information**

First Name Last Name Age  
Email Phone Number

**Pickup / Return**

Pickup  
Auckland City  
Tuesday 1 Mar 2022 @ 9:00 AM

Return  
Auckland City  
Saturday 5 Mar 2022 @ 9:00 AM

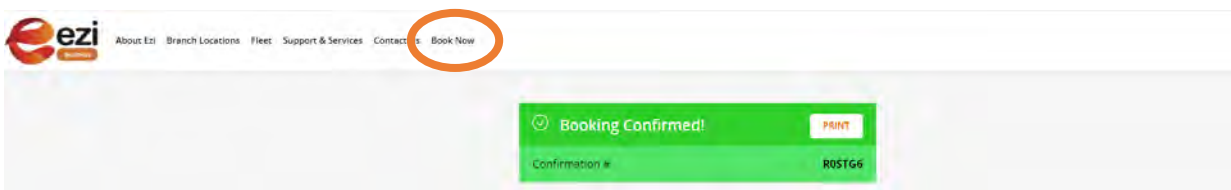
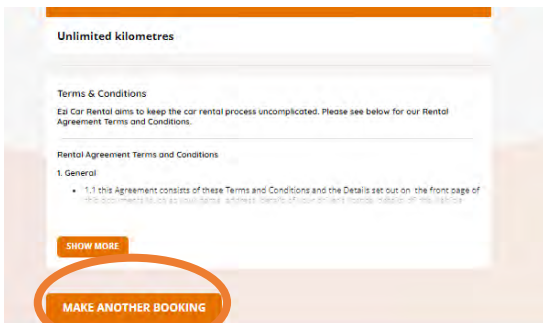
Renter Age  
20+

**Vehicle Details**

Toyota Corolla Hatch or similar  
Toyota Corolla Hatch

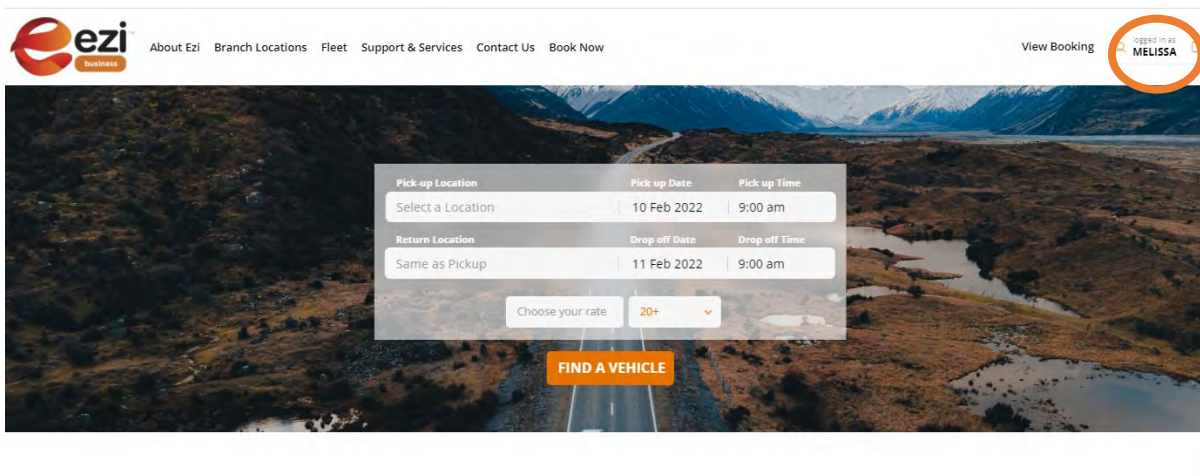
## How to make a booking continued...

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

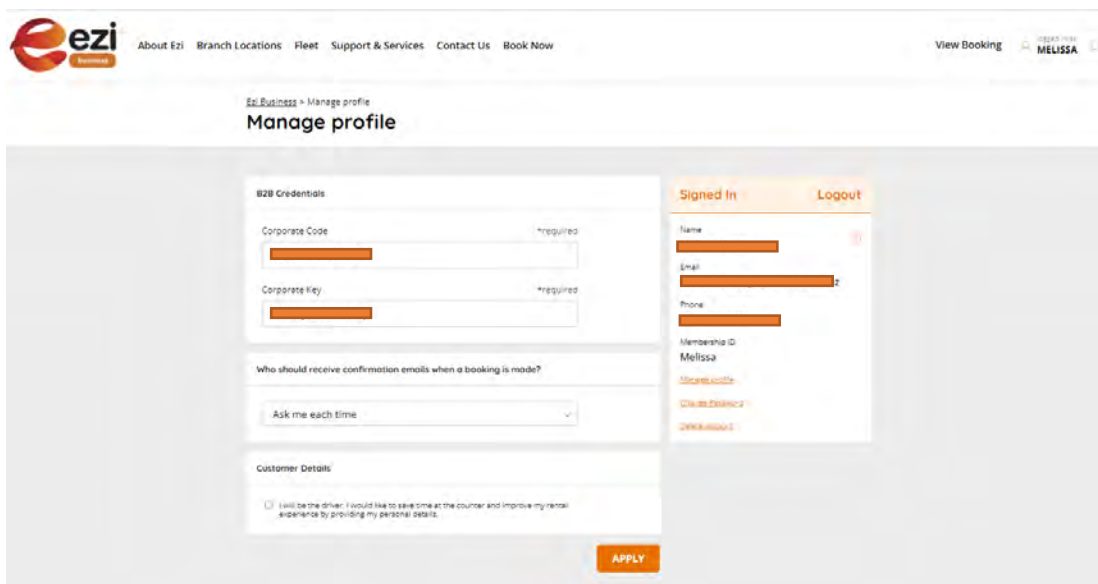


# How to change your Corporate Key and Corporate Code

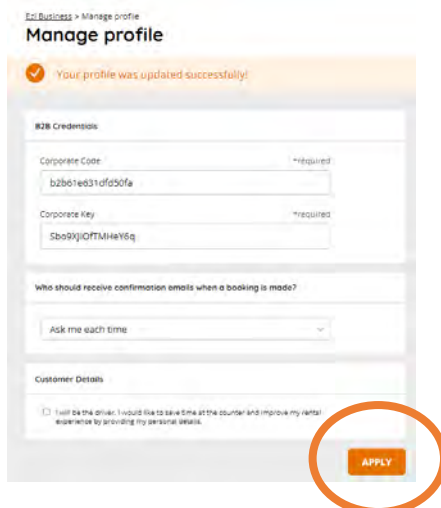
1. Once logged in, on the homepage, select your **NAME** in the top right-hand corner



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

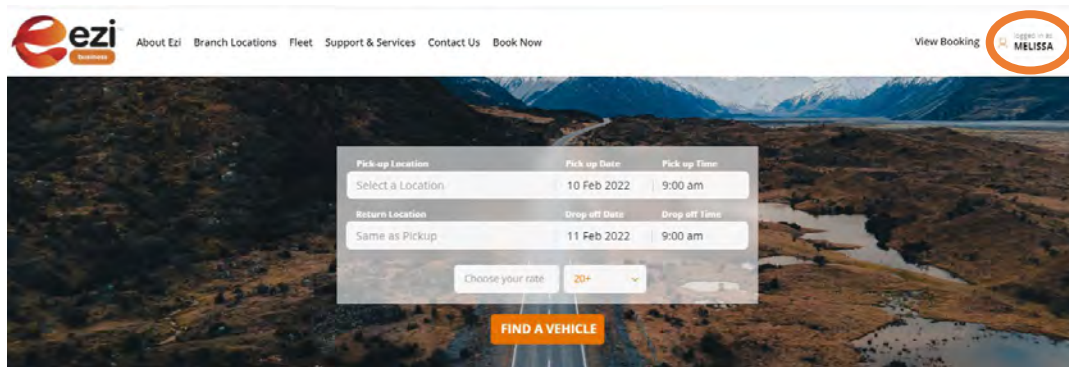
## How to change your Corporate Key and Corporate Code continued...

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

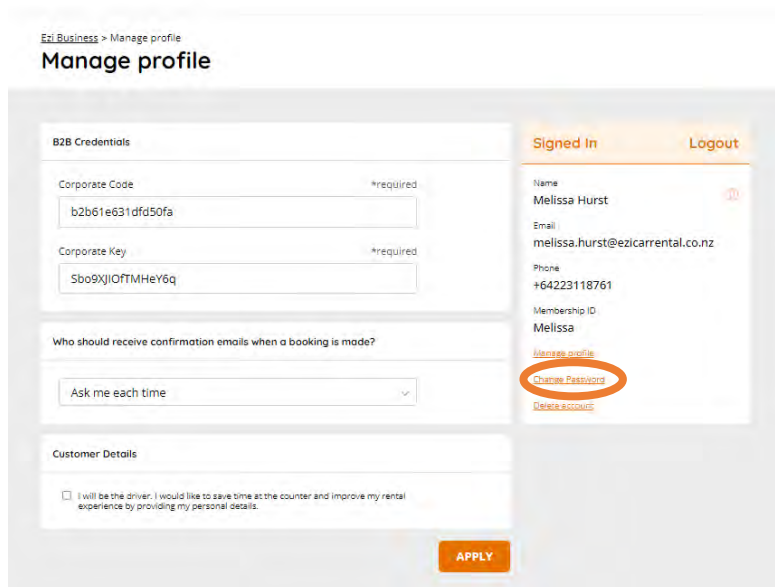
The screenshot displays the Ezi Business 'Manage profile' interface. At the top, the navigation bar includes the Ezi Business logo, links for 'About Ezi', 'Branch Locations', 'Fleet', 'Support & Services', 'Contact Us', and a 'Book Now' button which is highlighted with an orange circle. Below the navigation bar, the page title is 'Ezi Business > Manage profile' followed by 'Manage profile'. A green success message states 'Your profile was updated successfully!'. The main content area is divided into sections: 'B2B Credentials' with input fields for 'Corporate Code' (containing 'b2b61e631dfa50fa') and 'Corporate Key' (containing '5bo9XjIO7MHeY6q'), both marked as 'required'; a section titled 'Who should receive confirmation emails when a booking is made?' with a dropdown menu set to 'Ask me each time'; and a 'Customer Details' section with a checkbox labeled 'I will be the driver. I would like to save time at the counter and improve my rental experience by providing my personal details'. An orange 'APPLY' button is located at the bottom right of the form.

# How to change your password

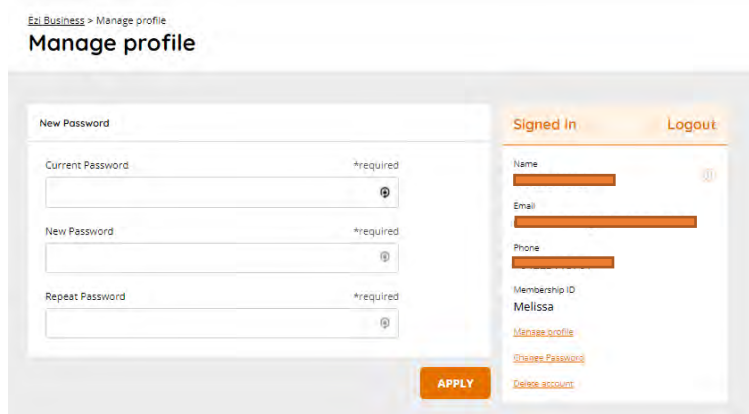
1. Once logged in, on the homepage, select your **NAME** in the top right-hand corner



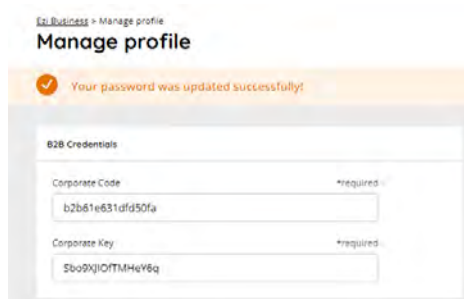
2. Under Manage Profile, select **Change Password**, this is found on the right-hand side under your personal details



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



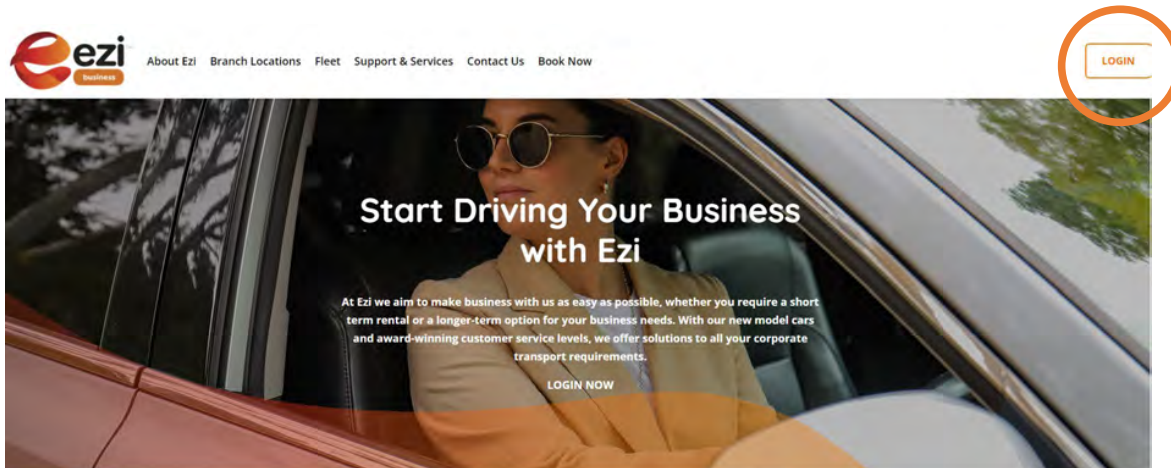
4. Once applied, you will get a confirmation message that **'Your password was updated successfully'**



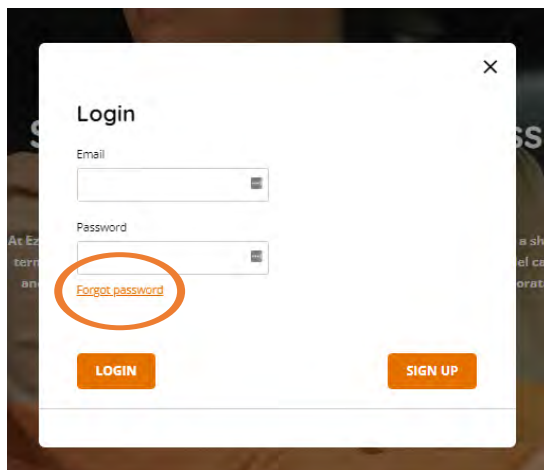


# How to reset a forgotten password

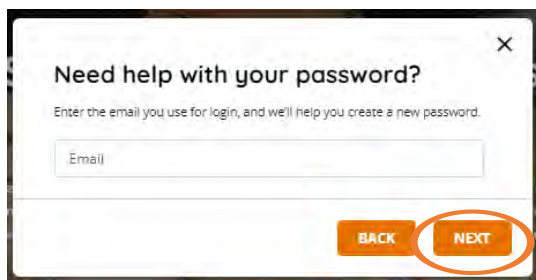
1. Go to **www.ezibusiness.co.nz** and click on the **LOGIN** button on the top right-hand corner



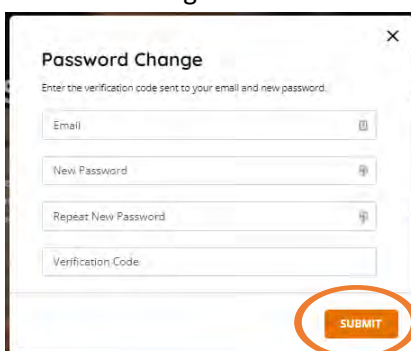
2. Select **Forgot password** under the Login details



3. Enter in the email address you used to sign-up or login with, and select **NEXT**



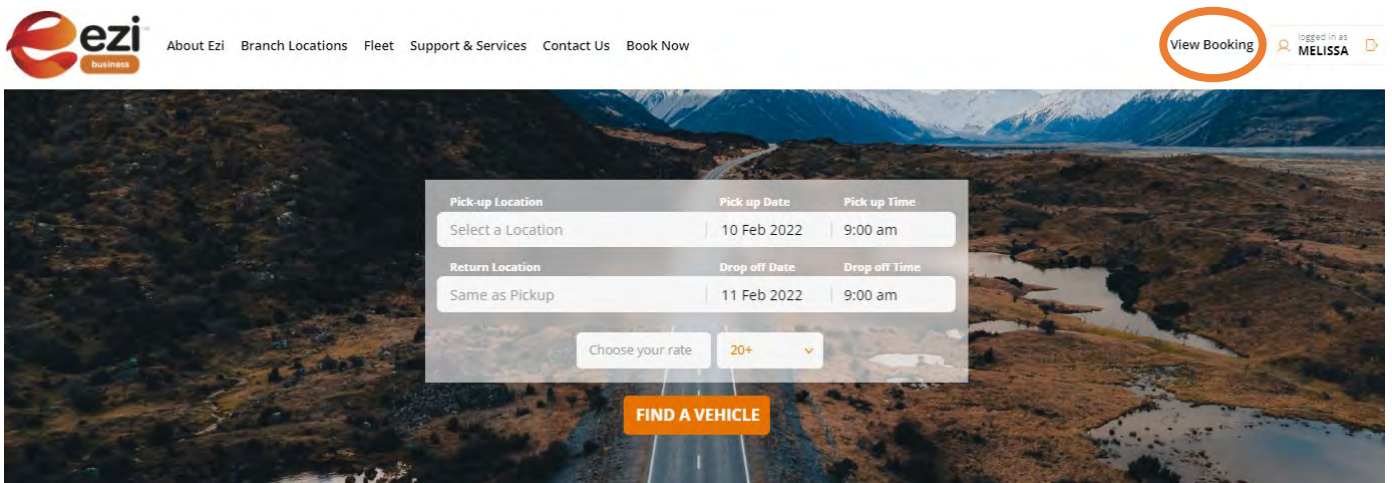
4. Enter in the email address you used to sign-up or login with and your new password. Please note the password must be at least 8 characters long and contain an uppercase, lowercase and a special character. You will also receive a six digit verification code to your inbox, add this to the **Verification Code** field and click **SUBMIT**



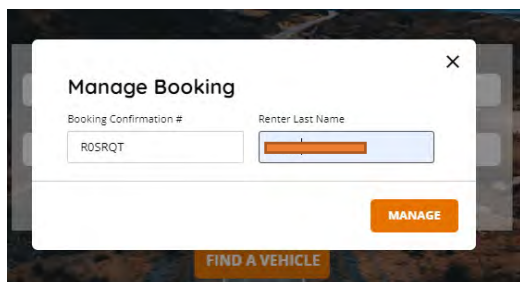
5. Your password will be automatically updated and you will be returned to the home screen

# How to check an existing booking

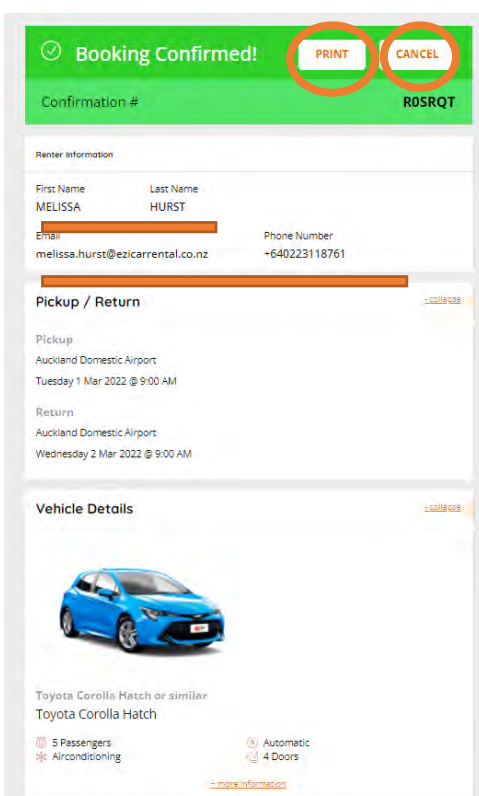
1. Once logged in, on the homepage select **View Booking** on the top right-hand corner



2. Enter in your Booking Confirmation number - please note that the Booking Confirmation number starts with an **RO** (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**

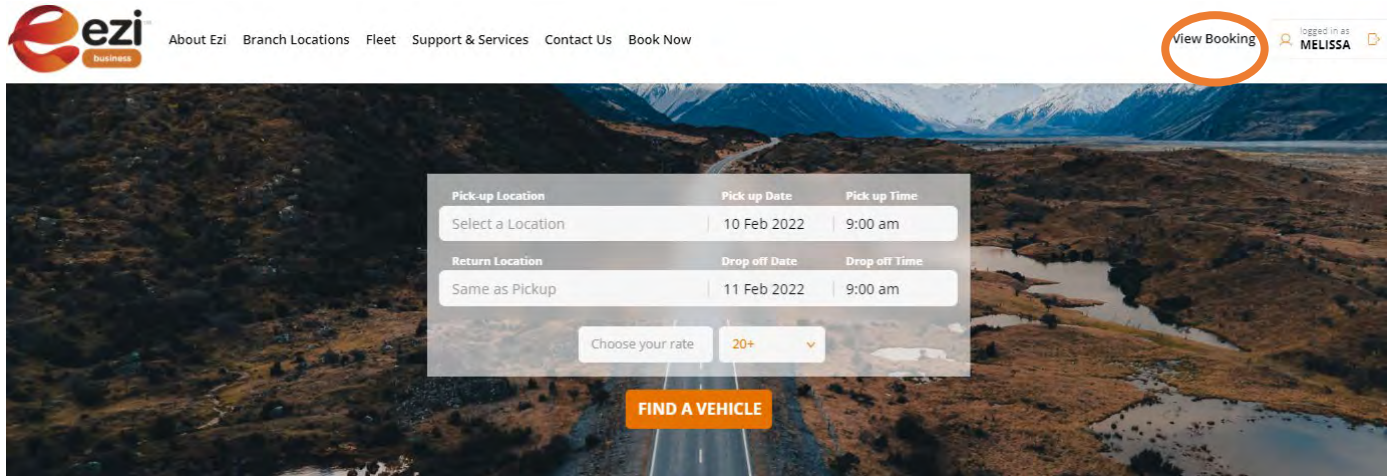


3. Your booking details will be displayed. You can print the booking also by selecting **PRINT**, or cancel the booking by selecting **CANCEL**

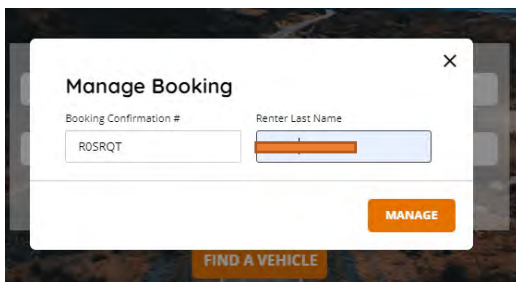


# How to cancel an existing booking

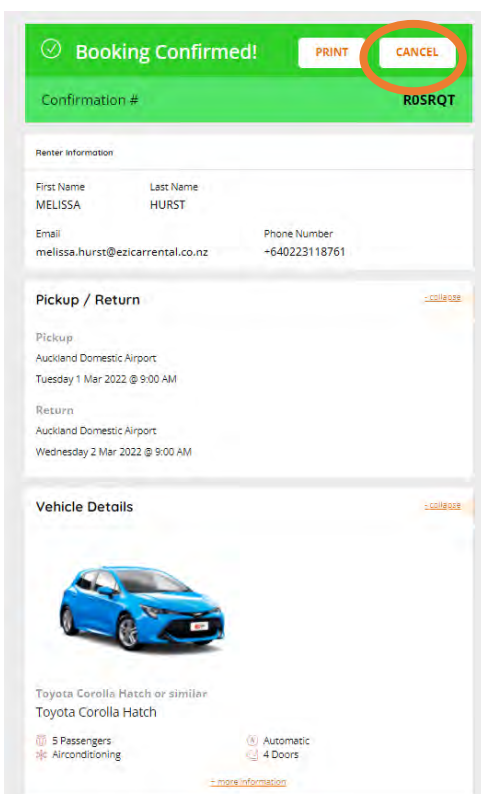
1. Once logged in, on the homepage select **View Booking** on the top right-hand corner



2. Enter in your Booking Confirmation number - please note that the booking number starts with an **RO** (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**

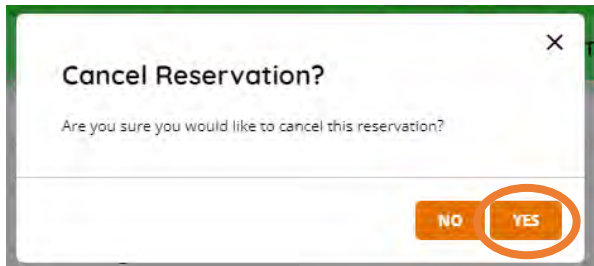


3. Your booking details will be displayed. You can cancel the booking by selecting **CANCEL**



## How to cancel an existing booking continued...

4. You will be prompted to confirm if you want to cancel the booking, select **YES**



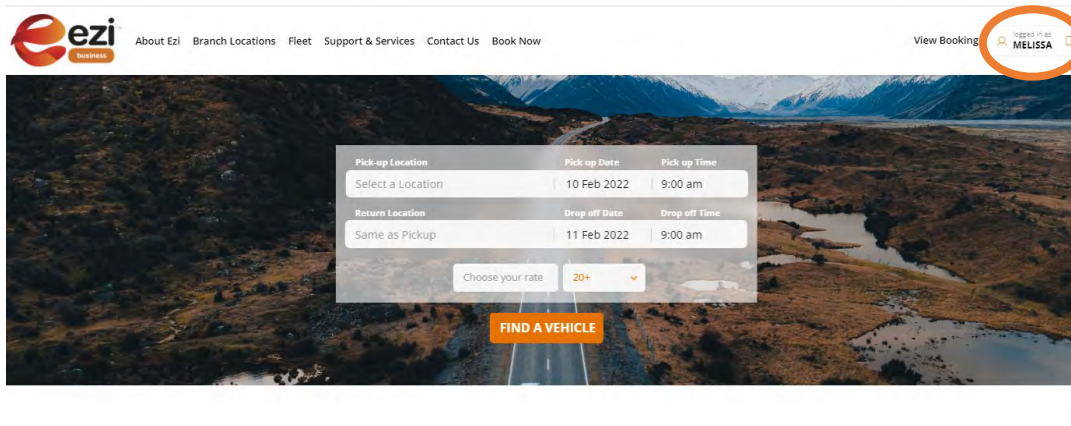
5. The messaging will update to say '**Booking Cancelled**'. You will also receive a booking cancellation email within 15 minutes confirming that this booking has been cancelled





# 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**

Ezi Business > Manage profile  
**Manage profile**

**B2B Credentials**

Corporate Code \*required

Corporate Key \*required

Who should receive confirmation emails when a booking is made?

**Customer Details**

☐ I will be the driver. I would like to save time at the counter and improve my rental experience by providing my personal details.

**Signed In** **Logout**

Name

Email

Phone

Membership ID  
Melissa

[Manage profile](#)

[Change Password](#)

[Delete account](#)

**APPLY**

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

ezi business

About Ezi Branch Locations Fleet Support & Services Contact Us Book Now

Ezi Business > Manage profile  
**Manage profile**

✓ Your profile was updated successfully!

**B2B Credentials**

Corporate Code \*required

Corporate Key \*required

Who should receive confirmation emails when a booking is made?

**Customer Details**

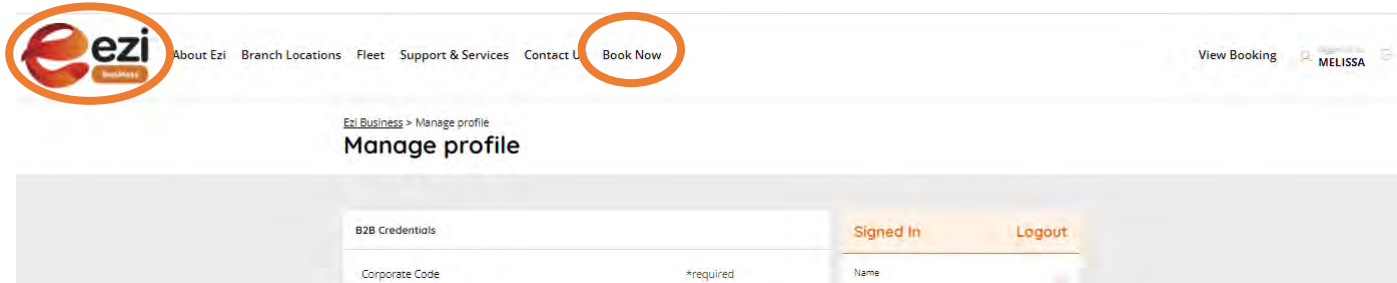
☐ I will be the driver. I would like to save time at the counter and improve my rental experience by providing my personal details.

**APPLY**



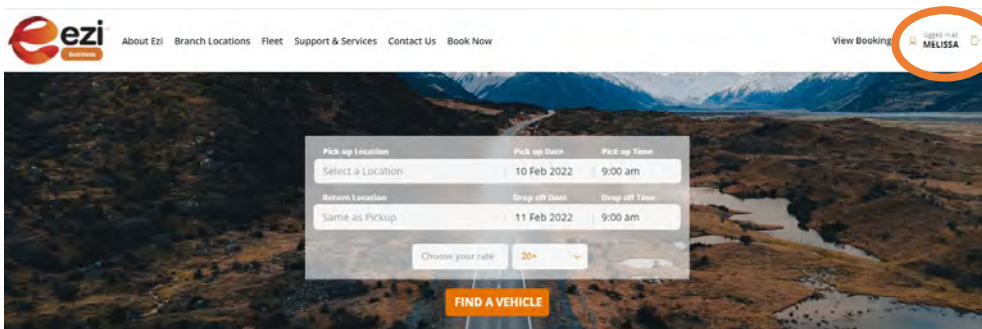
## How to change your account using a new Corporate Key and Code continued...

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?**

[Ezi Business](#) > Manage profile

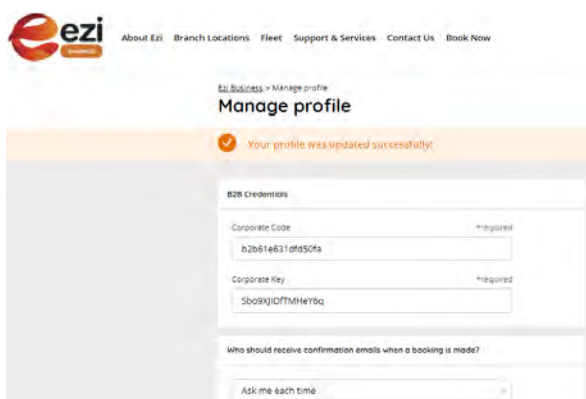
## Manage profile

The image shows the 'Manage profile' page. It has sections for 'B2B Credentials' and 'Customer Details'. In the 'B2B Credentials' section, there are fields for 'Corporate Code' and 'Corporate Key'. Below this, there is a dropdown menu labeled 'Who should receive confirmation emails when a booking is made?' which is circled in orange. The dropdown menu is currently set to 'Ask me each time'. Below the dropdown menu, there is a checkbox for 'I will be the driver. I would like to save time at the counter and improve my rental experience by providing my personal details.'

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

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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](mailto: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

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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

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**Customer Support**

**Email:** [customersupport@ezibusiness.co.nz](mailto:customersupport@ezibusiness.co.nz)

**Nicki Dawson - National Sales Manager**

**Tel:** 0800 736 453

**Email:** [nicki.dawson@ezicarrental.co.nz](mailto:nicki.dawson@ezicarrental.co.nz)

**Monisha Nadan - Customer Service Manager**

**Tel:** 0800 736 453

**Email:** [monisha.nadan@ezicarrental.co.nz](mailto:monisha.nadan@ezicarrental.co.nz)