



Online reservations manual

autocentre.arnoldclarkrental.com



Arnold Clark
CAR & VAN RENTAL

1. Corporate login

Enter your email address and password.

Arnold Clark
CAR & VAN RENTAL

AutoCentre

Sign In to AutoCentre

Email

Password

[Forgot Your Password?](#)

Sign In

If you have forgotten your password, follow the link below the login text box and instructions will be sent to your registered email address.

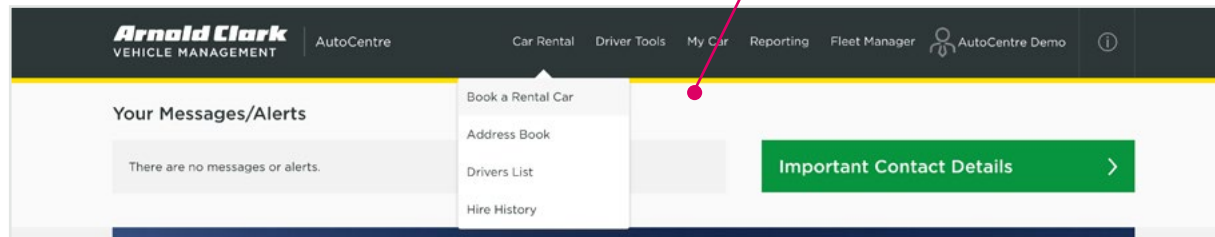
If you do not have an account, please contact our rental head office to activate your account.

Email: hiredriveaccounts@arnoldclark.com

Once you have clicked '**Sign in**' you will be taken to your personalised homepage.

2. AutoCentre homepage

Choose the 'Car Rental' menu option and select 'Book a Rental Car' to begin the booking process.



Please note

At this stage you can access driver details by clicking on the above options. 'Address Book' will allow you manage your favourite addresses, 'Drivers List' will allow you to view and edit the list of authorised drivers and will allow you to add new drivers and 'Hire History' will detail all previous bookings.

3. Who's driving?

The first step in booking your car hire online is to select your driver(s).

You can select the existing driver, if they have been a driver before or you can select the **'Add More Drivers'** option to add a new driver for this booking and future bookings.

If the driver details do not exist, you can click on **'Create New Driver'** and insert the new driver's details, which will then be added to the drop-down menu in the booking process.

You can also choose to tick the **'Send email confirmation to main driver'** allowing the driver to also receive a copy of the booking confirmation as well as the booker (if these are different).

Where applicable, please select the appropriate cost centre from the list provided.

The screenshot displays the 'Book a Rental' interface. At the top, a navigation bar includes the Arnold Clark logo, 'AutoCentre', and various menu items like 'Car Rental', 'Driver Tools', 'My Car', 'Reporting', 'Fleet Manager', and 'AutoCentre Demo'. Below the navigation bar is a progress indicator with four steps: 1. Booking Details, 2. Vehicle Selection, 3. Payment, and 4. Confirmation. The main content area is titled 'Book a Rental' and contains a section for '1. Who's driving?'. This section includes three radio button options: 'Select an existing driver', 'Create a new driver', and '+ Add more drivers to this booking'. At the bottom of this section is a checkbox labeled 'Send email confirmation to main driver'.

4. Whose insurance cover?

Select whether you are covering the vehicle on 'Arnold Clark Insurance' or 'Customer's Own Insurance'.

2. Whose Insurance Cover?

Arnold Clark

I confirm that the intended driver meets Arnold Clark requirements and am aware they may be contacted in advance of the rental for a copy of their driving licence.

or

Customer's Own Insurance

I confirm that we do not require Arnold Clark insurance and will ensure that suitable valid insurance cover is provided for the vehicle and driver(s) for the entire duration of the hire.

Please make sure you have read the terms of the insurance before selecting the appropriate option.

5. Delivery and collection options

If applicable, you can choose to have the vehicle delivered and collected from a specific location, or collect and drop off from a branch location.

To select delivery and collection from a location other than the branch, you can choose an existing address from the drop-down list or you can select '**Deliver to new address**' to add a new address, which will be saved for future bookings.

You can use the '**Title of Address**' field to name your details as appropriate for example, 'Tom's home address'.

Alternatively if you wish to collect and drop off at a branch location, please select these options from the drop-down options available.

3. Where do you want to receive the vehicle?

Deliver to an existing address

Delivery Address

Select Delivery Address

Deliver to a new address

I will collect from a branch

4. Where would you prefer to return the vehicle?

Use the same location

To be confirmed

Collect from an existing address

Collect from a new address

I will return to a branch

[Enter address manually](#)

Title of Address

Type of Address

Select Address Type

Save to address book?

I will collect from a branch

4. Where would you prefer to return the vehicle?

Use the same location

To be confirmed

Collect from an existing address

Collect from a new address


I will return to a branch

6. Dates and times

Please use the calendar and time drop downs to select the hire to and from dates.

5. When do you want to receive the vehicle?


Date (dd/mm/yyyy) Time



6. When do you want to return the vehicle?

Rental is for less than 3 months

Date (dd/mm/yyyy) Time



Rental is for more than 3 months

7. Additional information

Please ensure you have entered a Purchase Order Number into the field if this is required for your booking along with any additional information you think we need to know i.e. additional pick up info or flight details.

6. What's your P.O. number?

Order number

7. Anything else you want to add?

Additional Information (optional)

8. Vehicle selection

To select a vehicle, click on the **'Book Now'** button next to the vehicle details.

The screenshot displays the Arnold Clark Vehicle Management interface. At the top, there is a navigation bar with the logo and menu items: AutoCentre, Car Rental, Driver Tools, My Car, Reporting, Fleet Manager, and AutoCentre Demo. Below the navigation bar is a progress indicator with four steps: 1. Booking Details (checked), 2. Vehicle Selection (current step), 3. Payment, and 4. Confirmation.

The main content area is titled "Vehicle Selection" and features a filter bar with options: All (selected), Cars, Estates, MPVs, and Vans. Three vehicle options are listed:

- 3dr Small Hatchback**: A small 3dr hatchback style vehicle, suitable for short journeys and city driving. Total Cost: £35.97 (Vehicle: £21.36, Extras: £14.61). A red arrow points to the "Book Now" button.
- 5dr Small Hatchback**: A 5dr hatchback ideal for short journeys and city driving. Total Cost: £37.34 (Vehicle: £22.73, Extras: £14.61).
- Small Automatic, Compact 5dr AUTO**: A 5dr automatic hatchback ideal for short journeys and city driving. Total Cost: £38.97 (Vehicle: £24.36, Extras: £14.61).

On the right side, there is a "Booking Summary" section with the following details:

- Driver(s)**: John Smith
- Insurance**: Arnold Clark Insurance
- Deliver To**: 0/2 16 Hayburn Street, Glasgow, G11 6DF
- Collect From**: 0/2 16 Hayburn Street, Glasgow, G11 6DF
- Hire From**: Monday 25th February 2015, Time: 10:00
- Hire To**: Wednesday 27th February 2015, Time: 10:00
- P.O. Number**: 180520759
- Additional Information**: Leave keys with next door

If there are restrictions on the vehicle group or you are making a booking with short notice, **'Contact Us'** will be shown instead of the **'Book Now'** button.

In this instance a booking will not be confirmed automatically - instead an email will be sent to our central reservations team who will contact you once they have checked availability at the relevant branch.

You can edit any other element of your booking using the booking summary on the right-hand side of the screen and clicking on the pencil icon.

9. Payments and invoicing

Arnold Clark
VEHICLE MANAGEMENT

AutoCentre

Car Rental Driver Tools My Car Reporting Fleet Manager AutoCentre Demo

Booking Details Vehicle Selection **3** Payment Confirmation

Payment

Total Rental Cost: £43.16

	ITEM COST	VAT	TOTAL ITEM COST	INVOICE	PAY NOW	PAY IN BRANCH
CAR RENTAL CHARGES	£21.36	£4.27	£25.63	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
COLLISION WAIVER	£13.26	£2.65	£15.91	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
RFL	£1.35	£0.27	£1.62	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Total Rental Cost: £43.16

*There may be additional charges payable on termination of the hire.

Change Vehicle **Confirm Order**

Booking Summary

Driver(s)
John Smith

Insurance
Arnold Clark Insurance

Deliver To
0/2 16 Hayburn Street
Glasgow
G11 6DF

Collect From
0/2 16 Hayburn Street
Glasgow
G11 6DF

Hire From
Monday 23rd February 2015
Time: 10:00

Hire To
Wednesday 27th February 2015
Time: 10:00

P.O. Number
180520759

Additional Information
Leave keys with next door

Vehicle

If prices are displayed on your booking summary page, you will be given the option to pay the hire in advance. If you would like to do this, simply check the boxes next to the items you wish to pay for then click **'Confirm order'** to proceed.

Please note, there may be additional charges payable at the end of the hire e.g. fuel, delivery/collection fees.

Once you have clicked 'Confirmation' you will be transferred to the Worldpay secure payment site to enter your card details. Once your card payment has been taken you will return to the confirmation page, where you will find confirmation of your booking.

Alternatively, if you would prefer to be invoiced for the full amount - or for the driver to pay on arrival, if collecting from a branch - please select this option and do not tick any of the boxes on the page.

10. Confirmation of booking

Your Web Booking ID is 4847638.

Thank you for using our online reservations service.

Your online reservation, on behalf of your client, has now been submitted for approval and will be confirmed within the next two working hours, after which both you and the client will receive email confirmation detailing the booking along with instructions of any additional information they are required to provide prior to the start of their hire.


If you, or your client, have any questions or concerns about your booking, please contact our Corporate Reservations department on **0141 341 3605**.

Driver John Smith	Insurance Arnold Clark Insurance
Company Arnold Clark	Order Number 180520759
Cost Centre Arnold Clark	Secondary Cost Centre Arnold Clark

Delivery Details

Deliver To 0/2 16 Hayburn Street Glasgow G11 6DF	Collect From 0/2 16 Hayburn Street Glasgow G11 6DF
--	--

Hire Starts Monday 25th February 2015 Time: 10.00	Hire Ends Wednesday 27th February 2015 Time: 10.00
--	---

Vehicle 3dr Small Hatchback 	Rental Costs Car Rental £25.63 Collision Waiver £15.91 RFL £1.62 Total Cost (including VAT) £43.16
--	---

Additional Information
Keys have been left under the plant pot outside house

[Hire Details](#) [Make Another Booking](#)

Once you have confirmed your payment method, you will be taken to your confirmation screen where you will find details of your booking.

At this stage your booking will be submitted to the corporate reservations team where they will send you a second confirmation email along with instructions of any additional information you are required to provide prior to the start of the hire.

If you need to make another booking at this time please click on the 'Make Another Booking' button at the bottom of the screen.

You can also click on 'Hire Details' to see your booking in your account.