



## **Carnect Key Facts**

### **Your Account Manager**

Name:	Megha Dabi
Email Address:	<a href="mailto:m.dabi@carnect.com">m.dabi@carnect.com</a>
Telephone number:	+49 (0) 174 207 50 57
Team Email Address:	<a href="mailto:KAMteam@carnect.com">KAMteam@carnect.com</a>
Escalation:	Linda Nikolova
Email:	<a href="mailto:l.nikolova@carnect.com">l.nikolova@carnect.com</a>

### **Call Centre Customer Support**

- Pre-departure and at time of pick up rental requests
- General questions about reservations, amendments, booking of extras, cancellations, issues experienced on location

Email Address:	<a href="mailto:PreTravelsupport@carnect.com">PreTravelsupport@carnect.com</a>
Telephone numbers:	<b>0044(0)208-0973257 – English (24/7)</b> <b>+1 (0)844-4227632 – USA (24/7)</b>

### **Post Drop-Off Customer Claim Support** (\* please see below notes on submitting a claim)

Claim Email Address:	<a href="mailto:customersupport@carhire-solutions.com">customersupport@carhire-solutions.com</a>
Escalation Email Address:	<a href="mailto:cs-escalation@carnect.com">cs-escalation@carnect.com</a>

*Escalation Email address to be used where the Call Centre (pre-departure) or Customer Claim (post drop off) support is not able to help satisfactorily or the treatment of a claim needs to be escalated.*

- Opening hours of Claim Support Team:  
09:00 CET – 18:00 CET [Monday – Thursday]  
09:00 CET – 17:00 CET [Friday]  
[Saturday – Sunday closed]



## How to Submit a Complaint (Post Drop-Off Claims)

All complaints must be **submitted in writing** via email to: [customersupport@carhire-solutions.com](mailto:customersupport@carhire-solutions.com)

You can help us improve our response time by providing the following:

- » Email and phone number of relevant person to contact
- » Booking reference number
- » Description of the problem. Simple, short and preferably in bullet points
- » Further documentation, if available: rental agreement, credit card statement and voucher

## Integration Model

- *API (OTA 2007a XML)*

## Rate Model

- *Wholesaler (net rates) (Xeniapp defines the final selling price for the end customer)*

Free sale cars activated:	<i>Yes</i>
On-request cars activated:	<i>No</i>



## Reconciliation Process

Carnect Contact:	<a href="mailto:invoicing@carnect.com">invoicing@carnect.com</a>
Conditions of payment:	Floating deposit

## Jira Helpdesk Access

URL:	<a href="https://carnect.atlassian.net">https://carnect.atlassian.net</a>
User:	<a href="mailto:xeniaapp-helpdesk@carnect.com">xeniaapp-helpdesk@carnect.com</a>
Password:	Already shared by email



**If you have any technical requests or issues a “Technical Support” ticket shall be raised after the launch.**

**Please don't raise a ticket here if you:**

- a) have a question about a reservation with a future pick-up date. Please contact [client-partner@customer-service.de](mailto:client-partner@customer-service.de).**
- b) have a question/complaint about a reservation with pick-up in the past. Please contact [customersupport@carhire-solutions.com](mailto:customersupport@carhire-solutions.com)**

## API credentials:

Username:	Xeniapp
Password:	Already shared by email

## Bridge Credentials:

Username:	<a href="mailto:snarode@xeniapp.com">snarode@xeniapp.com</a>
Password:	Already shared by email