



Key Contacts

Ali Willey

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Tina Casto

Account Manager
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Your ADR handles:

- Billing/invoicing issues
- Receipt request / Domestic and International
- Loyalty profile enrollments, upgrades & updates
- Method of payment changes on open and closed rentals
- Rental extensions (email extensions@ehi.com)
- Change in rental drop locations
- Add/change a billing number on an open or closed rental
- Adding an account number to an open or closed rental
- Assistance with renters on DNR (Do Not Rent)
- Claims/DRU assistance
- Research RA # or Confirmation/Res. #
- Work to resolve urgent requests (lost/stolen cars, Loyalty enrollments/upgrades, etc.)
- Assist with questions on rates returned by Web or GDS
- General requests and information

Your Account Manager handles:

- Business reviews
- Contract issues
- Vehicle Rates
- Car Class pricing additions
- Renewals
- Policy Questions, Set up
- Program set up
- Booking process methods
- Quarterly or Annual Spend Reporting
- Customer Service Issues