



Auto Europe Travel Partner Portal Quick Guide

Portal Access


<https://partners.autoeurope.com/>

Getting Started

1. Go to the portal link above
2. Log in using your Member Name (this is your account name/IATA) and password.
3. If you are not registered, click the Sign Up Here icon in the top right corner and complete the registration.
4. Use 'Forgot Password' if needed.

How to Use the Portal

How to book a Vehicle

1. Log in
2. Enter pick-up and drop-off locations, dates and times.
3. In the age filter section, keep the 25–69 range selected by default. If the driver is outside this range, deselect it and enter the correct age.
4. Click Get Your Quote.
5. Apply filters as needed (e.g. promotions, vehicle type).
6. Review available vehicles and pricing
7. Compare suppliers and options, including vehicle terms, conditions, and inclusions ( icon next to the pricing).
8. Select a vehicle and proceed to complete the booking.

How to Manage Existing Booking

1. Go to Manage My Bookings in the top menu.
2. In My Reservations, choose how you want to search:

3. Search by Booking Date, or
Search by Pick-Up Date
4. Select the relevant date range.
5. Click Search.
6. Review the booking list displayed below.
7. From the results, you can view key booking details, including:
 - Booking date
 - Voucher number
 - Driver's name
 - Pick-up city
 - Booking Status
8. Click View / Modify next to the booking to open the reservation details.

Viewing and Managing a Booking

- View / print voucher
- Check booking status (Paid / Cancelled / Awaiting Payment)
- Click View / Modify to see the current booking status, such as:
 - Paid
 - Cancelled
 - Awaiting Payment

If the booking is Awaiting Payment, you can complete the payment directly:

1. Open the booking by clicking View / Modify
2. Scroll to the payment section
3. Enter the required payment details
4. Click Submit Changes

Once the payment is completed, the booking status will update to Paid, and the voucher will be available immediately.

Updating a Booking

1. After clicking View / Modify, you can:
2. View and print the voucher
3. Check booking details and status
4. You can also:
 - Modify Reservation
 - Search for a different vehicle for the same itinerary
 - Update travel dates, times, or locations
 - Click Change Itinerary to apply updates
 - Airline Details & Optional Equipment: add or update flight details (for airport pick-ups)
 - Request optional extras (e.g. child seats, booster seats)
5. Click Submit Changes to save

6.Cancel Reservation

7.Click Exit Reservation to cancel the booking

Account Tools

- View and download sales reports
- Manage account details
- Access payment and commission information

Support

Portal First:

All bookings and standard actions should be handled via the portal.

Booking Support (Pre-Travel & During Rental):

reservations@autoeurope.com

General Support:

partner-accounts@autoeurope.com

The Travel Partner Portal is continuously evolving, and features or layout may vary by region and may be updated over time.