



Rental Procedures for State of Florida Renters

Reservation:

- 1) State dedicated portal: partner.rentalcar.com/StateofFlorida
 - 2) State dedicated toll-free number: 877-690-0064
 - 3) Direct websites (enterprise.com or nationalcar.com) can also be used in conjunction with the account number for the agency (FLXXXXX) (XZ5550A) for leisure use.
- ❖ If renter/travel coordinator is unaware of the agency's account number, contact StateOfFloridaBRSE@ehi.com for information.

Pre Rental:

- 1) To schedule a pick-up, please call the rental location directly, 24 hours in advance to schedule the pick-up.
- 2) If renter/travel coordinator has specific questions or needs for the upcoming rental, they may contact the branch directly.

During the Rental:

- 1) Should traveler have **roadside** issues (like loss of keys, tire problems, mechanical issues, ran out of gas, etc.) they may contact the roadside assistance number: [1-800-307-6666](tel:1-800-307-6666) (this number will also be on the bottom reverse side of the pink carbon copy of the rental agreement)
- 2) For other questions or issues during the rental (in case of accident, rental extension, change in return location, etc.) traveler may contact the branch directly (phone number listed on the top center of the pink carbon copy of the rental agreement). Follow phone prompts to speak with someone at the branch location.

Billing Questions:

- 1) Billing questions or concerns can be directed to StateOfFloridaBRSE@ehi.com

Main Enterprise/National Contact:

Danny Grosenbaugh
Account Manager, State of Florida Contract
850-296-9002
StateofFloridaBRSE@ehi.com