

FAQ – July 2018

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Reservations

How do I book a reservation with Enterprise/National?

It is the traveler's responsibility to reserve their car using the State of Florida State Term Contract rates with as much notice as possible (minimum 24 hours in advance required). Failure to do so may result in non-contracted rates at the traveler's personal expense.

Preferred Method - Use Enterprise/National's shared State of Florida reservation portal:

<https://partner.rentalcar.com/stateofflorida>

You may call the state-dedicated toll-free customer service number at 877-690-0064; reference your Agency's account number when calling. Traveler must confirm that you have been given the State of Florida contract rate.

How do I contact Enterprise/National about reservations or questions?

The Preferred method to make reservations and view rates is via <https://partner.rentalcar.com/stateofflorida>

For questions about reservations and rates, please call Enterprise/National's shared State of Florida toll-free customer service number at 877-690-0064. You must reference State of Florida rental vehicle contract and provide your Agency account number and confirm you have been given the State of Florida contract rate.

For questions about billing, invoice corrections, and new account creation, please email the Business Rental Sales Executives at stateoffloridabrse@ehi.com

What vehicle class should I reserve?

State Agency travelers are required to reserve a Compact Class vehicle unless passengers traveling or items carried merit approval from your Agency to reserve a larger vehicle.

You should expect a complimentary upgrade if the compact is not ready at time of reservation.

If you have received prior approval to have a larger vehicle you must reserve the size vehicle you have been approved to travel in.

<p>What if I don't want to drive a Compact car?</p>	<p>All State travelers must reserve Compact cars for official State travel unless the number of passengers traveling or the items carried merit a larger vehicle.</p> <p>You may choose to upgrade to a larger car at your own expense. The upgrade cost difference must be paid by the traveler's personal funds at the rental counter at time of rental.</p>
<p>How do I modify or cancel a reservation?</p>	<p>Go to the State of Florida reservation portal https://partner.rentalcar.com/stateofflorida. At the bottom of the reservation screen, select "Existing Reservations" and enter your first name, last name, and reservation number.</p> <p>You may also call the State of Florida toll-free customer service number at 877-690-0064.</p>
<p>May I give the State discount code to friends and family for their rentals?</p>	<p>Absolutely not! The State Term Contract for rental vehicles is available for use by employees of the State of Florida, FL City, FL County, and Other Eligible Users (as defined by rule 60A-1.002(2), F.A.C.) only. The renter must be employed by one of the above, friends and family may be added to the rental (additional driver fees may apply).</p>
<p>What account number do I need to use when making a reservation to get the state contract rates?</p>	<p>All Agencies and Eligible Users have their own identifying account number, if you are unaware of your account number please contact Enterprise at stateoffloridabrse@ehi.com, or the DMS Contract Administrator (Cynthia.metcalfe@dms.myflorida.com). All eligible users on leisure travel should use account code XZ5550A.</p>
<p>What if the car I reserved is not ready when I arrive?</p>	<p>As long as you confirmed the car with at least 24 hour notice you should expect an automatic upgrade when your reserved vehicle is unavailable. You should not be asked to call around, or drive to other locations to find your vehicle, it is the branch's responsibility to provide a clean car at the time and branch it was reserved for.</p> <p>Should the branch delay your trip in any fashion please contact the DMS Contract Administrator for immediate assistance – Cyd Metcalfe 850-414-6741/cynthia.metcalfe@dms.myflorida.com</p>
<p>How do I book trips for a combination of business and leisure travel time?</p>	<p>Enterprise/National has the ability to split bill a rental (pay on 2 different cards). Renter should let the rental agent know upon pickup which days are for personal use. The renter also has the option to close out their business rental altogether and re-rent the car for personal use.</p> <p>Enterprise and National will not provide liability and collision/loss damage coverage for Leisure Rentals. Renters are responsible for purchasing Enterprise/National optional coverages or have such coverage on their own policy for Leisure Rentals. Note that you will need your current insurance card at time of rental if you choose to decline Enterprise/National optional coverages.</p>

<p>Are one-way rentals allowed on this contract?</p>	<p>Yes. Enterprise/National will not charge drop/one way fees or additional mileage charges for one-way rentals that begin and end in the State of Florida.</p> <p>For any out-of-state one-way rentals of 700 miles or less, Contractor will not charge any drop fee or mileage charge.</p> <p>Mileage will be assessed on any one-way rentals out-of- state that exceed 700 miles. A mileage fee of \$0.20 will be assessed for each mile beyond the initial 700 free miles of the rental.</p> <p>One way reservations require 7 day advance notice minimum</p>
<p>Are contractors and other authorized representatives of my organization eligible to rent cars under the contract?</p>	<p>Yes, representatives you have authorized to travel on behalf of your Agency to conduct official business may rent cars.</p> <p><u>When picking up a rental car, the authorized representative will be required to present to Enterprise/National written documentation provided by your Agency on official Agency letterhead noting the rental is for official business use and provides the reservation number and dates of rental.</u> Special billing will also be acceptable for contractor rentals.</p> <p>Contractors <u>ARE NOT</u> allowed to use the leisure portion of the rental vehicle contract, Contractors can only use the contract for official State business travel.</p>
<p>How do I reserve 12 and 15 passenger vans?</p>	<p>These vans may or may not be available for reservation using the reservation portal. If portal is unable to reserve this size van please email stateoffloridabrse@ehi.com who will check availability for you.</p> <p><u>You may try calling the rental location directly. You must be sure to reserve the van using the State of Florida contract rates by providing your Agency dedicated account number.</u></p> <p>Please provide a minimum of 72-hour advance notice.</p> <p>Federal laws do not allow students from kindergarten to twelfth grade to be transported in 12/15 passenger vans</p>
<p>How do I know which brand to use Enterprise or National?</p>	<p>You will have access to both National and Enterprise at the Airport.</p> <p>You will have access to Enterprise at off-airport (in town) locations.</p> <p>Please use Enterprise for month-long rentals and specialty vehicles, such as 12-passenger vans, luxury, SUV, minivan, and pick-up trucks. If the specialty vehicle you need is not available via the portal, email stateoffloridabrse@ehi.com and a representative will find and reserve one for you.</p>

<p>What are the advantages of National?</p>	<p>Complimentary membership in Emerald Club</p> <p>Counter bypass with Emerald Aisle Service</p> <p>Choose your own car when you rent– often a complimentary upgrade (must book a midsize or larger, paid at travelers expense at time of rental)</p> <p>Emerald Club members-only counter with rental agreement preprinted prior to your arrival</p> <p>Rewards – free rental credits, upgrades, frequent flyer miles</p> <p>Special offers and travel discounts</p>
<p>What are the advantages of Enterprise?</p>	<p>Free customer pickup and drop-off within 10 miles of the local branch with a 24-hour advance notice</p> <p>Enterprise provides a vast network of home-city locations to service your off-airport needs.</p> <p>Recognition – Emerald Club members are recognized at all U.S. Enterprise locations and earn points towards free rental days (rules available on enterprise.com).</p>
<h2>Emerald Club</h2>	
<p>What is the Emerald Club?</p>	<p>Emerald Club is the loyalty program providing members with exclusive benefits and privileges to make renting faster and easier.</p> <p>Members with a reservation for a midsize or larger car at a National location can bypass the rental counter and proceed to the Emerald Club Aisle where they may simply select any vehicle – midsize or larger. Regardless of the vehicle selected, a member pays only the midsize rate. Please note that booking a midsize may result in the upgrade cost passed on to the traveler</p>
<p>How do I enroll in the Emerald Club?</p>	<p>You may enroll online through the shared State of Florida portal at https://partner.rentalcar.com/stateofflorida.</p> <p>If you experience difficulty, reach out to Enterprise Account Manager Danny Grosenbaugh by email @ Daniel.g.grosenbaugh@ehi.com</p>

<p>How do I earn Emerald Club rewards at Enterprise?</p>	<p>Enter your Emerald Club number when you reserve a vehicle via the shared booking portal: https://partners.rentalcar.com/stateofflorida/</p> <p>Members of Emerald Club enjoy faster reservations, quicker rentals, and member discounts at Enterprise.</p> <p>Leisure rentals earn rental credits toward higher status and free rental days.</p> <p>At this time, any free rental days earned must be redeemed at a National locations only and may not be used for an Enterprise rental.</p>
<p>What if I am already an Emerald Club member?</p>	<p>If you are already an Emerald Club member, simply email your Emerald Club membership number to the dedicated Account Development Representative (stateoffloridabrse@ehi.com). Please make sure the words "Match to State of Florida Program" are in the subject line.</p>
<p>May I rent for personal travel with my Emerald Club membership?</p>	<p>Yes! Your Emerald Club membership is valid for all of your rentals with National and Enterprise whether for business or leisure use.</p> <p><u>If you have added your State Purchasing Card to your Emerald Club Membership it is your responsibility to insure your leisure rental is on your personal credit card AT TIME OF RENTAL, NOT RETURN. Failure to follow this procedure may result in notification of misuse of the p-card to your Agency's Purchasing Card Administrator</u></p> <p>Leisure rentals do not include insurance coverage (damage waiver and liability protection). You will need to present your personal insurance card if declining added coverages.</p> <p><u>Be sure to reference Leisure Account Number: XZ5550A instead of your agency account number.</u></p>
<p>May I use Emerald Club rewards for leisure travel?</p>	<p>Yes, using Emerald Club rewards for leisure travel is allowed under the contract.</p>
<p>What is the "Emerald Club Source Code" I see when I attempt to enroll in the Emerald Club?</p>	<p>This number is pre-populated in order to tell the system that the person enrolling is a state contract customer. Please ignore and do not change this number.</p>

<p>How should my name be entered when I enroll in Emerald Club?</p>	<p>Enroll in the Emerald Club and book reservations using your legal name as displayed on your driver's license.</p>
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Fuel/Refueling

<p>What is the refuel policy with Enterprise/National?</p>	<p>To avoid fuel charges, return the vehicle with the same level of fuel received at the time of check out.</p> <p>Airport locations have on-site fueling stations, all rentals starting from the airport will have a full tank.</p> <p>Enterprise is required to provide a minimum half tank of fuel at checkout at all non-airport Florida locations, and quarter tank at non-Florida locations.</p> <p>For business rentals <u>DO NOT accept vendor's prepaid fuel option</u>. Fuel price per gallon is set by the terms of the contract and updates monthly, to see current price per gallon see contracts page under rates and other charges: https://www.dms.myflorida.com/content/download/134055/839161/file/Rental%20Vehicles%20Refueling%20Charge%20JUN2018.pdf</p> <p>For leisure renters may choose to accept the vendor's prepaid fuel service option or not.</p>
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Payment Options

<p>What payment options are available?</p>	<p>You may pay for rentals using a State, City, County purchasing card, University travel card, or you're your personal credit card.</p> <p>Debit cards are accepted with additional qualifications, personal references and deposit requirements that are determined by specific branch.</p> <p>Direct billing can be accomplished with a purchase order or administrator's purchasing card if setup in advance with Enterprise/National (process takes several business days to complete). Please email Account Representative stateoffloridabrse@ehi.com for assistance in this area</p>
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<p>How do I setup special billing with a purchasing card from my Agency?</p>	<p>You can setup special billing account with a purchasing card or purchase order for your Agency by contacting the dedicated Account Development Representative at stateoffloridabrse@ehi.com. Process may take several days to complete.</p> <p>State agencies should contact their Agency purchasing department administrator for approval before choosing this option.</p>
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<p>What if I made a reservation before my billing number was issued?</p>	<p>You should contact Enterprise/National to have your Direct Billing Number associated with any existing reservations. Email stateoffloridabrse@ehi.com. Please give as much advance notice as possible as this procedure may take several days to complete.</p>
<p>How do I make a reservation for another traveler and have it billed to my P-Card?</p>	<p>A Special Billing Number will be required. You may request a Direct Billing Number by completing the Electronic Billing Application. Please email stateoffloridabrse@ehi.com or DMS Contract Administrator to request this application. Process may take several days to complete.</p> <p>Once you receive your Direct Billing Number, you will be sent a step-by-step guide for setting up reservations with your Special Billing Number.</p>
<p>May I rent with my personal credit card?</p>	<p>Yes, but Florida sales tax and Florida surcharge will be added to your rental even if you are subsequently reimbursed by your Agency via the travel reimbursement process.</p>
<p>May I rent with my personal bank-issued debit card?</p>	<p>Yes, but there are additional requirements including a <u>estimated cost of the rental deposit plus \$200</u> and a <u>stringent residency verification process (including personal references)</u>.</p> <p>This debit card requirements are branch specific so you must contact the local rental branch for their specific debit card policies.</p>
<h3>Taxes and Approved Fees</h3>	
<p>Will I be charged Florida sales tax and surcharges for business rentals?</p>	<p>Florida sales tax and the \$2 per day Florida surcharge will show on your reservation and on the website during booking.</p> <p>The tax and surcharge must be removed at the counter by the rental agent <u>if</u> the rental is for business use and paid for by Purchasing Card, Travel Card, or assigned Direct Billing Number.</p> <p>The rental will be taxed if paid by the traveler's personal credit card even when the traveler is subsequently reimbursed by their Agency.</p> <p>Taxes are only removed for rentals originating in the State of Florida, out of State rentals are always subject to the rental location's State's taxes and fees.</p>

<p>Is Enterprise/National allowed to charge Vehicle Licensing Fee and Tire & Battery Fee?</p>	<p>A Vehicle Licensing Fee (VLF) and Tire & Battery Fee (TBF) will appear as separate line items on your invoice.</p> <p>Enterprise/National is not permitted to charge these fees in addition to the base rental rate and, and if charged, must deduct these fees from the base rental rate.</p> <p>Example: FL Compact Daily Rate =\$25.55 Compact Daily Rate with VLF (\$0.75) and TBF (\$0.02) deducted = \$24.78 will show as daily rate on the rental agreement</p>
<p>Why am I charged additional fees when I rent from at an airport?</p>	<p>When renting from airport locations, your rental will be subject to mandated concession fees and facility charges.</p> <p>For a list of mandated airport fees, please visit contracts page under rates and other charges.</p> <p>https://www.dms.myflorida.com/content/download/127276/790380/file/mandated%20apo%20fees%2009aug17.pdf</p>
<p>Will I be charged taxes and additional fees when I rent in other states?</p>	<p>Yes, your rental will be subject to any taxes and fees mandated by other states or local governments. These taxes and fees are approved for business and leisure travel and will always be added to your rental. The reservation system will properly quote all fees associated with an out of state rental.</p>
<p>Any other fees I need to know about?</p>	<p>For a list of approved Rates and Other Fees/Charges please see the DMS contracts page:</p> <p>https://www.dms.myflorida.com/business_operations/state_purchasing/state_contracts_and_agreements/state_term_contracts/rental_vehicles/rates_and_other_charges</p>

Corrections to Receipts

<p>Who should I contact if I have questions about charges or need a refund?</p>	<p>Please email the BRSE Enterprise/National account management team at stateoffloridabrse@ehi.com for any corrections needed, taxes removed, fees explained.</p> <p>The DMS Contract Administrator Cyd Metcalfe is a subject matter expert and can answer most questions and address concerns about the rental vehicle contract. Email – Cynthia.metcalfe@dms.myflorida.com and phone – (O) 850-414-6741 (C) 850-408-7528</p> <p>It is important to copy the Contract Administrator on all correspondence to the vendor.</p> <p>Branches are not necessarily the most efficient option to correct receipts, it is highly recommended that you reach out to the BRSE help desk (stateoffloridabrse@ehi.com), or the Enterprise/National Account Manager Danny by email (daniel.g.grosenbaugh@ehi.com)</p>
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Rental and Return Process

<p>How long will the pickup process take once I arrive at the rental location?</p>	<p>Emerald Club Members should anticipate a wait time of no more than 5 minutes to pick up their car because the majority of their personal information is in their member profile.</p> <p>All other renters should anticipate a wait time of no more than 10 minutes to pick up their car with an advanced reservation.</p>
<p>Who must be present to rent the car?</p>	<p>At the time of pickup, the primary renter must be present at the rental location to receive the car. The primary renter is the person whose name appears on the reservation and who will sign the rental agreement and pay the rental charges.</p> <p><u>The primary renter MUST be employed by the State of Florida, any Florida City or County, Florida College or University or preapproved 'Other Eligible User' (see FL Rule 60A-1.001(2)(c), F.A.C for eligibility to use State Term Contracts).</u> State employee's family and friends cannot use the contract but can be added as additional drivers.</p>
<p>Are additional drivers allowed to operate the vehicle?</p>	<p>Yes. There is no charge for additional drivers, provided they are fellow business associates incidental to the trip or personal associates (members of the same household as the primary renter and over the age of 25). Additional drivers described above do not have to be present to be added on the rental agreement and may drive automatically</p> <p>Additional drivers not as described above must be present at time of rental and provide their driver's license and major credit card in their name to be listed on rental. Additional driver fees will apply.</p>
<p>Are there age restrictions on vehicle rentals?</p>	<p><u>For business use:</u> Renters 18 and older may rent all contracted vehicle classes, except passenger vans. Renters 21 and older may rent all vehicles.</p> <p><u>For leisure use:</u> Renters under 21 may NOT rent a car. Renters 21-24 year olds may rent sedans but no specialty vehicles. Renters 25 years and older may rent all vehicle classes.</p>
<p>What do I need with me to pick-up the car?</p>	<p><u>Official Business Travel:</u> Renters will need their valid driver's license, State identification badge, purchasing card or major credit card, personal debit card (Proof of residency is required when paying with a debit card.)</p> <p><u>Leisure/Personal Travel:</u> Renters will need their valid driver's license, State identification badge, major credit card, personal debit card (proof of residency and \$200 (minimum) deposit is required when paying with debit card), and current insurance card if declining optional coverages.</p>

<p>May I park my personal car at the rental location?</p>	<p>Airport locations: Parking is available in Airport Long/Short term parking per airport terms (check with your Agency to confirm this is a reimbursable item)</p> <p>Off-Airport locations: Limited parking may be available on a case-by-case basis with preapproval by the rental location.</p> <p>“We’ll pick you up” service is encouraged for Off-Airport (must be within 10 miles of branch).</p>
<p>How do I arrange for the free “We’ll pick you up” service?</p>	<p>This service is available at Enterprise off-airport locations. Contact the Enterprise location at least 24 hours prior to your reservation to arrange and again 1 hour prior to pick up time.</p> <p>This service is limited to a 10-mile radius of the Enterprise location</p>
<p>What if I want to combine my business and leisure travel and have the billing split between two forms of payment?</p>	<p>Proceed with booking a business reservation using your Agency specific business account code. At the time of pickup, tell the rental attendant which days of the rental are for leisure use.</p> <p>Renters must provide two separate forms of payment to pay for business and leisure travel. You should confirm your Agency approves of split billing before proceeding with this process.</p> <p>If not approved by your Agency you may stop into any rental branch to have the rental closed out for business and re-rented for leisure, normal leisure credit card policies will apply</p>
<p>Who can return my rental car?</p>	<p>A business associate or personal associate may return the vehicle on behalf of the primary renter.</p>
<p>How do I get a copy of the receipt?</p>	<p>Renters are provided a rental receipt upon each return either in person or sent to the email address on file.</p> <p>Emerald club users are emailed receipt within 30 minutes of return.</p> <p>You may also have a copy sent to you by emailing stateoffloridabrse@ehi.com and providing renter name and rental agreement number.</p>

<p>In what condition does the car need to be returned?</p>	<p>Routine dirt and minor trash is to be expected.</p> <p>Detailing fees are assessed if the vehicle is returned in an unreasonably dirty condition, i.e. stains, or excessive pet hair.</p> <p>Enterprise/National fleets are completely smoke free, please do not smoke in the rental vehicle. Detailing/De-Smoke fees will be assessed and are not reimbursed on your travel voucher.</p>
<p>May I return my car after the Enterprise/National rental location has closed?</p>	<p>Many Enterprise/National locations have a drop box for after-hour returns. Please contact the location where you plan to return the vehicle to verify the after-hour return procedures for that location.</p> <p>Be sure to note your date and time of return, odometer reading, and fuel level before dropping keys and contract in after-hours return box.</p> <p>**Note that rentals returned to drop boxes may be charged through the next day when the branch opens.</p> <p>You also have the option to return your car to airport locations, which are usually open each day until midnight</p>
<h2 style="margin: 0;">Tolls</h2>	
<p>How do I pay for tolls when renting from Enterprise/National?</p>	<p><u>If renter has a SunPass transponder:</u> Renter may use their own SunPass transponder when traveling in an Enterprise/National car. You will need to add the rental car's license plate at time of pick up and you must remember to remove license plate from your transponder upon return of the vehicle.</p> <p><u>If renter does not have a SunPass transponder:</u> Enterprise uses a plate pass recognition system; when driving through designated toll lanes, renters are automatically enrolled in the TollPass service.</p> <p>A third party, the Highway Toll Administration (HTA), will charge your credit/debit card for all tolls plus a TollPass Convenience Charge (TCC) of \$3.95 for every rental day you generate a toll using the TollPass service. The TCC will not exceed \$19.75 for the entire rental period.</p> <p><u>Tolls will be charged to the credit card on file 2-4 weeks after the rental.</u></p> <p>Further questions can be directed to TollPass at 877-765-5201 or www.htallc.com</p>

Breakdowns, Flat tires, Accidents

<p>How do I handle breakdowns, flat tires or if I am uncomfortable with the safety of the vehicle I am driving</p>	<p>The State Contract terms include Road Side Service.</p> <p>You must <u>ALWAYS</u> contact Road Side Service by dialing <u>800-307-6666</u> first. You may drive to a location/branch if the vehicle is drivable, do not call branch for assistance, all calls should be directed to Road Side Service for proper handling</p>
<p>Should I select the optional insurance coverages offered by Enterprise and National?</p>	<p><u>Official Business Use</u> <u>Do not accept</u> any of the optional insurance coverages when you enroll in the Emerald Club.</p> <p><u>DO not accept</u> when you pick up the car and sign the rental agreement. <u>These coverages are included in the state contracted rates and are automatically included on all official business rentals rented under your agency account code.</u></p> <p><u>Leisure Use</u> <u>These coverages are NOT included</u>, but may be added to your reservation or rental at your expense. If you choose to decline the optional coverages you will be required to present a current personal car insurance card</p>
<p>If I am involved in an accident and my rental includes insurance coverage, what documentation should I give law enforcement as proof of insurance?</p>	<p>A "self-insured card" should be in the glove box of each Enterprise/National rental vehicle.</p> <p>If the "self-insured card" card is not in the glove box, the pink or carbon copy of your rental agreement will suffice.</p>
<p>What steps should I follow if I have an accident?</p>	<p>When the accident occurs please call the local police department to the scene of the accident.</p> <p>Call Road Side Service (800-307-6666) if vehicle is un-drivable.</p> <p>If car is drivable please leave additional time for return process and fill out incident report for Enterprise/National</p> <p>You may receive a call from Enterprise/National Damage Recovery Unit for a recorded version of the incident.</p> <p>If rental was official business please email DMS Contract Administrator who will reach out to your Supervisor or P-Card Administrator to confirm official business travel.</p> <p>If rental was leisure you should expect that the Damage Recovery Unit will reach out with your financial responsibility. Enterprise/National may or may not subrogate with your insurance carrier.</p>