



## Enterprise Car Rental FAQs

### **RENTAL ELIGIBILITY:**

#### **Q. Who is eligible to rent?**

**A.** Employees, University volunteers, and students age 18 and older are allowed to rent under the agreement between Enterprise and the State of Idaho for University business purposes if approved through the Vehicle Use process outlined on the Risk Management/General Counsel website. The required corporate ID is 47ID005 with PIN# IDS.

#### **Q. Can I use the corporate discount for personal rentals?**

**A.** Staff and students age 21 years and older can rent for personal use by using account #47ID185, PIN# IDS. The rates associated with the corporate program can be used on personal rentals. Please note that insurance coverage is not included in the rate for personal use rentals and if needed, should be added.

### **VEHICLE RENTAL:**

#### **Q. How do I rent a car from Enterprise?**

**A.** There are several ways to reserve a vehicle through Enterprise. You can reserve by calling our local branch at 232-1444; or You can go to [www.enterprise.com](http://www.enterprise.com) and reserve online. You can click the link found on the T&E Tips tab found on the T&E website.

#### **Q. How can I pay for a rental?**

**A.** At the present time the only way to pay for an individual rental is with the traveler's personal credit or debit card. If you are reserving a rental for a field trip or group travel, you may direct bill by providing a purchase order number to the local Enterprise Office.

#### **Q. Do I add insurance to my rental?**

**A.** Not if the rental is for University business purposes. Collision insurance is included in the state contract rate.

#### **Q. Do I add roadside assistance to my rental if renting for University business purposes?**

**A.** No, the University has chosen not to reimburse for this charge. If you have problems with the rental car, you should call 1-800-rent-a-car; Enterprise will assist you in locating an Enterprise near you or send someone to provide the service needed. Assistance includes lost keys, flat tires, running out of gas or vehicle breakdown. Enterprise will charge a fee of approximately \$45 to cover the service; ISU will reimburse for this expense. Paying this occasional fee is cheaper than paying the daily rate for roadside assistance on every rental.

#### **Q. What is required when picking up the car?**

**A.** A valid driver's license and a credit/debit card are required. If on University business, the driver must also have been cleared as an Authorized Driver through a vehicle background check.

#### **Q. Are one-way rentals allowed?**

**A.** Under the state contract, you can rent one-way up to 500 miles at no additional cost. When making a one-way rental, please notify the local Enterprise office of the situation so they can adjust the fee. This can be done with a phone call or when picking up the vehicle.

**Q.** Should I choose pre-payment or post-payment for fuel options?

**A.** Neither should be chosen. The prepayment option will allow Enterprise to charge you for a full tank of gas even if you return the car full. The post-payment option will allow Enterprise to fill the tank and charge ISU for the gallons filled. This is usually at a much higher amount. You should always return the car with a full tank of gas.

### **VEHICLE DELIVERY:**

**Q.** How do I schedule a pickup?

**A.** If you need a ride to the local Enterprise, please call 232-1444 to schedule the pick up. Pick up is a free service provided by Enterprise.

**Q.** Where Can I Park My Personal Car During Rental?

**A.** If you rent from Enterprise, you can leave your personal car at the Enterprise lot.

### **CANCELLATIONS:**

**Q.** Is there a cancellation fee?

**A.** No, we are not charged a cancellation fee.

### **RETURNING RENTAL:**

**Q.** Where can I return a rental vehicle?

**A.** You can return a rental vehicle to the location from which you rented it or if it is a one-way rental, at another Enterprise location.

**Q.** Do I need to return the vehicle full of fuel?

**A.** Yes, vehicles should be returned full of fuel.

### **USE RESTRICTIONS:**

**Q.** Can I take a rental car on a gravel road?

**A.** Vehicles are permitted on maintained gravel roads, including forest service roads. Maintained roads also include the ability for 2 cars to safely pass each other.

### **HOW TO RESOLVE RENTAL ISSUE:**

**Q.** Who do I call if I have trouble with my reservation?

**A.** You contact Enterprise from which you rented the vehicle and request to speak with a manager.

**Q.** What is the process if you have an accident with an Enterprise vehicle?

**A.** Please contact the local office where you rented the vehicle. If it is after hours, call 1-800-rent-acar. If you are involved in an accident while acting within the course and scope of your job duties, contact the Office of Risk Management, who can assist you with the insurance claims process if it involves property damage or bodily injury to you or another person.