



GREAT BASIN RENTAL CAR PROGRAM ENTERPRISE DIRECT BILLING ONLINE RESERVATION INSTRUCTIONS

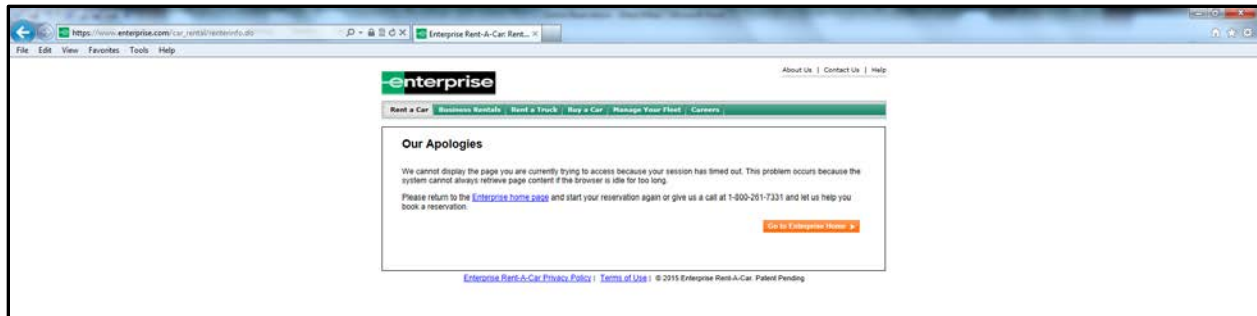
WHAT: Online reservation instructions for Enterprise Rent-a-Car for the direct billed Enterprise accounts (those travelers with a government-issued charge card).

WHO: A web link is available to those who will be making reservations for incident assignments and have been authorized a rental vehicle on their resource order. Only those personnel who possess a government-issued charge card may utilize this process.

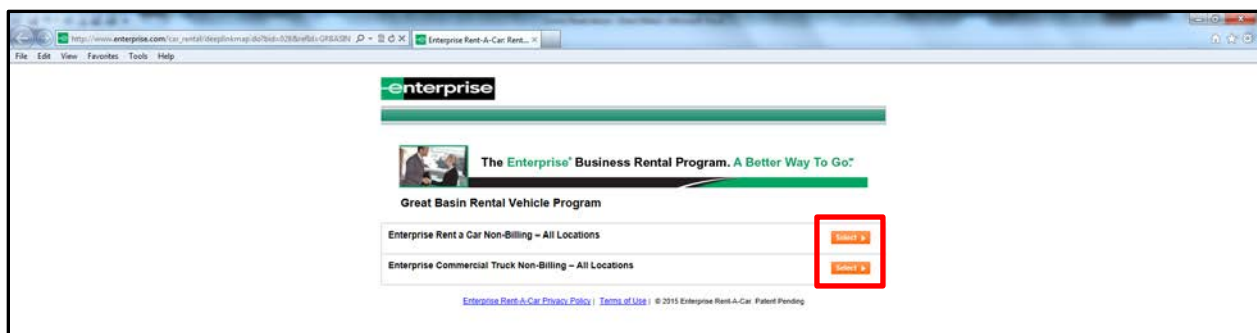
WHEN: Effective immediately.

CREATING A RESERVATION

Web link: http://www.enterprise.com/car_rental/deeplinkmap.do?bid=028&refId=GRBASIN



NOTE: If at any time during the reservation process, the system times out, do not click on the links above. These links take the user to the commercial Enterprise site. The user must go back to the link shown above to access the Great Basin Rental car process.



Select either the Car or Truck billing.

- Car Non-Billing – All vehicles up to and including ½-ton pickups
- Truck Non-Billing – Vehicles ¾-ton and larger

Make a car rental reservation

Great Basin Rental Vehicle Program

The Enterprise® Business Rental Program. A Better Way To Go.™

1. Rent a car in

Country: US

Pick Up Location: ZIP or City, State or Airport or Port of Call

2. Pick Up Date & Time

Pick Up Date: May 15

Pick Up Time: Noon

Return Date & Time: Jun 1, Noon

3. Vehicle Class

Vehicle Class: [dropdown menu]

Search

Select a Pick Up Location – Enter zip code, city, state, or airport code.

1. Select a Pick Up Date & Time
2. Select a Vehicle Class. The dropdown will show Preferred vehicles first and then all other vehicles. It is not necessary to complete the vehicle class on this page. It can be selected on the following page.
3. Click **Search**.

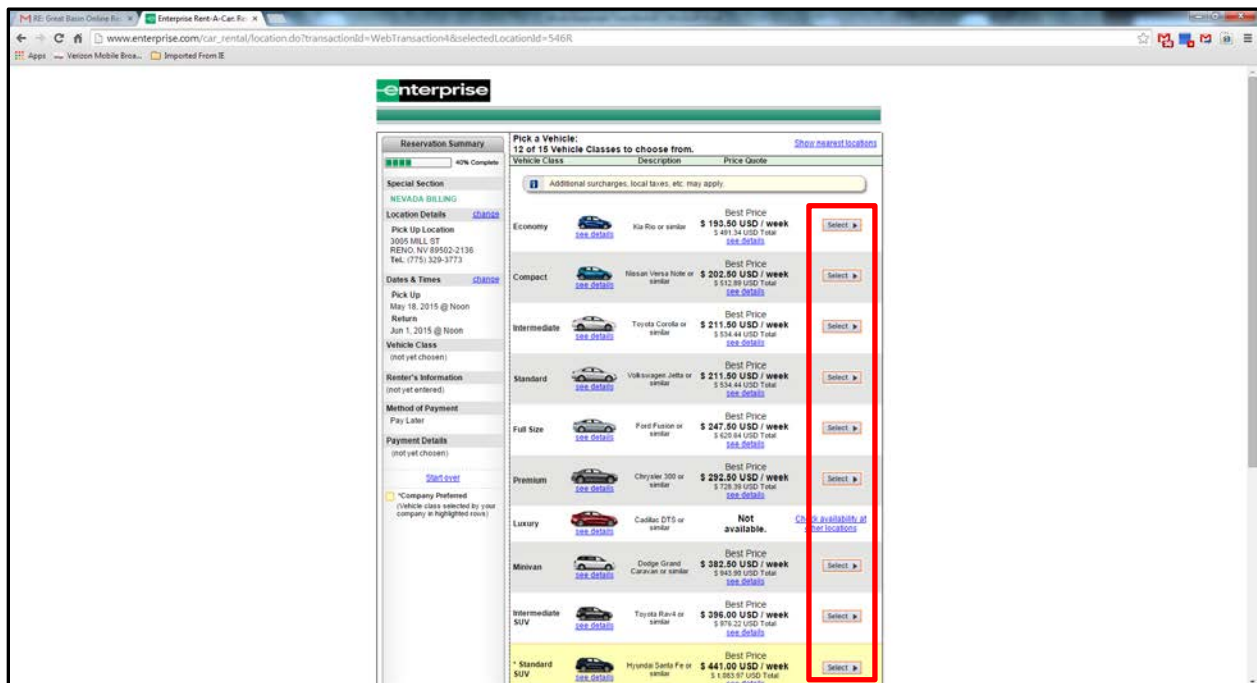
Reservation Summary

Showing all locations for 89502

Location	Distance	Vehicles Available	Select
RENO TAHOE INTL ARPT	0.3 Miles	Vehicles Available	Select
RENO, NV 89502	1.2 Miles	Vehicles Available	Select
3005 MILL ST	1.3 Miles	Vehicles Available	Select
RENO, NV 89502	1.9 Miles	Vehicles Available	Select
PEPPERMILL	2.7 Miles	Vehicles Available	Select
2707 S VIRGINIA ST	2.9 Miles	Vehicles Available	Select
RENO, NV 89502	3.3 Miles	Vehicles Available	Select
GRAND SIERRA RESORT	4.3 Miles	Vehicles Available	Select
2500 E 2ND ST			
RENO, NV 89502			
7111 S VIRGINIA ST STE A17			
RENO, NV 89511			
SILVER LEGACY CASINO			
407 N VIRGINIA ST			
RENO, NV 89501			
809 W 4TH ST			
RENO, NV 89503			
1450 EAST PRATER WAY, STE 113			
SPARKS, NV 89434			

Available Pick Up Locations are shown. Note: Off-airport locations typically are less expensive; however, hours of operation and vehicle selection may be limited.

Click **Select** for the desired Pick Up Location.



A list of available vehicles at the selected location will be shown on the screen. Preferred vehicles are highlighted in yellow. Enterprise's recommendation for vehicles that will be utilized off-road are Large SUVs or ¾-ton or larger pickups due to increased ground clearance and off-road rated tires. ¾-ton pickups must be rented on the truck site. Rent only the class of car that will be needed by the driver.

NOTE: If a desired vehicle is showing as not available, contact the location directly. They may be able to locate a vehicle.

Click **Select** for the desired vehicle type.

The screenshot shows the Enterprise Rent-A-Car reservation system interface. The 'Main Information' section is highlighted with a red box. It contains the following fields:

- Renter's Name:** First (Smuckey), Last (Bear)
- Home Phone Number:** (777) 777-7777
- Credit Card Type:** Visa
- Renter's Email:** (bear@blm.gov)

Below this section is the 'Corporate Account Details' section, which includes a checkbox for 'Are you traveling on behalf of Great Basin Rental Vehicle Program for this rental?' (Yes/No).

The 'Additional Information' section is also highlighted with a red box. It includes a field for 'Fire Code / Request #' (ABC@O-30 Smuckey Bear).

At the bottom right of the form, there is a red 'Continue' button.

Main Information –

- Renter's Name - Enter the **driver's** first and last name and phone number. This will ensure the reservation is made in the driver's name and will help facilitate picking up of the vehicle.
- Home Phone Number – Enter the **driver's** phone number.
- Credit Card Type – Select appropriate credit card type.
- Renter's Email – If the driver is entering the reservation, enter the **driver's** email address; otherwise, enter the **reservation preparer's** email address. A confirmation email will be sent to this email address. The reservation preparer should ensure the driver receives a copy of the reservation.

Corporate Account Details – Verify the proper billing location is listed. Check Yes.

Additional Information – Enter the **FireCode**, **Request #**, and **Driver's Name**.

It is important that this block contain the information listed above. It will be printed on the traveler's rental agreement and may be of assistance in the case of billing errors.

Do not enter any additional information on this screen.

Click **Continue** after all information has been entered.

The screenshot shows the Enterprise website's reservation summary page. On the left, there's a sidebar with sections: Reservation Summary (80% Complete), Special Section (Great Basin Rental Vehicle Program), Location Details (3005 MILL ST, RENO, NV 89502-2136), Dates & Times (Pick Up: May 18, 2015 @ Noon; Return: Jun 1, 2015 @ Noon), Vehicle Class (Standard SUV), Renter's Information (Smokey Bear, ABC80-30), and Method of Payment (Pay Later). The main content area is titled 'Verify your information and Book your Rental.' It includes a 'Total Cost Estimate' table, a 'Book Now' button highlighted with a red box, and a 'Standard SUV' image. Below the table, there's a section for 'Important Information About Your Rental' with several bullet points.

Item	Amount
For a 14 day rental of a Standard SUV (Hyundai Santa Fe or similar)	
2 Weeks @ \$ 441.00 USD	\$ 882.00 USD
VEHICLE LICENSING COST	\$ 28.00 USD
Subtotal	\$ 910.00 USD
GOVERNMENTAL SERVICES FEE	\$ 88.20 USD
COUNTY TAX	\$ 17.64 USD
SALES TAX	\$ 68.13 USD
* Total Charges	\$ 1,083.97 USD

If the listed information is correct, click **Book Now**.

The screenshot shows the Enterprise website's reservation confirmation page. It features a green header with the Enterprise logo. The main content area has a green background with white text. It says 'Thank you, Smokey. Your reservation is complete.' and provides a confirmation number 'TYOYGO'. It also lists the renter's name 'Smokey Bear', the vehicle class 'Standard SUV', and the pickup/return details. On the right, there's a red box with the text 'The reservation confirmation may be printed here.' and a red arrow pointing to a 'Print Confirmation' button. Below the main content, there's a section for 'We'll Pick You Up!' and a footer with the Enterprise logo and a 'Learn more' button.

Reservation confirmation is displayed. An email will be sent to the driver or reservation preparer. The confirmation may be printed from this page

Email Confirmation

Confirmed: Enterprise Rent-A-Car Reservation

8:24 AM (10 minutes ago)

Enterprise Rent-A-Car Reservations <online@enterprise.com>
to me

Dear Smokey Bear,

Thank you for choosing Enterprise. We look forward to seeing you on Monday, May 18, 2015 at Noon. If you didn't print your confirmation when you reserved your car, please print this Email or record your confirmation number. You may need it when you pick up your rental. Your rental information is summarized below.

RESERVATION INFORMATION

Confirmation Number: TY0YGG

Fire Code / Request #: ABC8/O-30 Smokey Bear

Name: Bear, Smokey

Pick Up Date: Monday, May 18, 2015 at Noon
Drop Off Date: Monday, June 1, 2015 at Noon

Pick Up Location Address and Phone Number:
RENO-CENTRAL
3005 MILL ST
RENO, NV 89502-2136
Tel: (775) 329-3773

Pick Up Location Hours for the week of: May 18, 2015
Monday: 7:30 am - 6:00 pm
Tuesday: 7:30 am - 6:00 pm
Wednesday: 7:30 am - 6:00 pm
Thursday: 7:30 am - 6:00 pm
Friday: 7:30 am - 6:00 pm
Saturday: 9:00 am - 3:00 pm
Sunday: 9:00 am - 3:00 pm

Car and Rate Information for Great Basin Rental Vehicle Program:
Standard SUV Hyundai Santa Fe or similar
Standard SUV
Hyundai Santa Fe or similar
882.00 USD (2 Weeks @ 441.00)
28.00 USD (VEHICLE LICENSING COST)
910.00 USD (Subtotal)
88.20 USD (GOVERNMENTAL SERVICES FEE)
17.64 USD (COUNTY TAX)
68.13 USD (SALES TAX)
Total charges: 1,083.97 USD
Additional surcharges, local taxes, etc. may apply.

ENTERPRISE FORMS OF PAYMENT POLICY

THE FOLLOWING MAJOR CREDIT CARDS ARE ACCEPTED AS A DEPOSIT FOR RENTALS IN THE US: AMERICAN EXPRESS, MASTERCARD, VISA, AND DISCOVER NETWORK. NAME OF PRIMARY RENTER MUST MATCH NAME ON CREDIT CARD. A MINIMUM DEPOSIT OF 300.00 USD OR THE ENTIRE COST OF THE RENTAL PLUS 100.00, WHICHEVER IS GREATER, WILL BE CHARGED AT THE TIME OF RENTAL. CUSTOMERS WANTING TO USE A BANK LINKED DEBIT CARD OR A MONEY ORDER AS A DEPOSIT PLEASE SEE DEBIT CARD DEPOSIT POLICY. PREPAID CREDIT CARDS MAY BE USED FOR FINAL PAYMENT ONLY - NOT FOR A DEPOSIT. CASH NOT ACCEPTED AS A FORM OF PAYMENT.

ENTERPRISE RENTER REQUIREMENT POLICY

ALL DRIVERS MUST HAVE A VALID UNITED STATES DRIVERS LICENSE, OR INTERNATIONAL DRIVERS PERMIT. ALL INTERNATIONAL DRIVERS MUST ALSO HAVE THEIR OWN VALID COUNTRY SPECIFIC DRIVERS LICENSE. NOTE: AT PHOENIX/NEVADA AREA AIRPORTS AND RENTAL LOCATIONS, RENTERS WITH DRIVERS LICENSES ISSUED OUTSIDE OF THE UNITED STATES OR ITS TERRITORIES MUST PRODUCE A VALID PASSPORT. US TERRITORIES INCLUDE AMERICAN SAMOA, GUAM, THE U.S. VIRGIN ISLANDS, PUERTO RICO, THE FEDERATED STATES OF MICRONESIA, AND THE MIDWAY ISLANDS. HAVE A MAJOR CREDIT CARD IN THEIR NAME AT THE TIME OF RENTAL. EXCEPTIONS MAY APPLY BY LOCATION PLEASE SEE INDIVIDUAL LOCATION PAYMENT POLICY. NOTE: ENTERPRISE LOCATIONS REQUIRE A RENTAL DEPOSIT IN ADDITION TO THE COST OF THE RENTAL AMOUNT. MEET THE RENTAL LOCATIONS MINIMUM AGE REQUIREMENTS. NOTE: MOST ENTERPRISE LOCATIONS REQUIRE A RENTAL DEPOSIT IN ADDITION TO THE COST OF THE RENTAL AMOUNT.

ENTERPRISE MILEAGE POLICY

MILEAGE IS UNLIMITED WITHIN THE RENTING STATE AND BORDERING STATE. IF TRAVELING OUTSIDE OF THESE STATES, MILEAGE WILL BE AT 200 FREE MILES PER DAY AND \$ 25 EACH ADDITIONAL MILE.

ENTERPRISE AGE POLICY

ALL DRIVERS MUST BE 21 YEARS OF AGE OR OLDER. RENTERS 21 THROUGH 24 YEARS OF AGE MAY ONLY RENT ECONOMY THROUGH FULLSIZE CARS.

ENTERPRISE INSURANCE POLICY

THE RENTERS LIABILITY INSURANCE WILL APPLY EXCEPT WHERE ENTERPRISE IS REQUIRED BY LAW TO PROVIDE LIABILITY PROTECTION.

ENTERPRISE ADDITIONAL DRIVER POLICY

THERE WILL BE AN ADDITIONAL CHARGE OF 10.00 USD PER DAY FOR EACH ADDITIONAL AUTHORIZED DRIVER OTHER THAN A SPOUSE OR DOMESTIC PARTNER.

TOLL ROAD USAGE PROGRAM

Click here for more information
<http://www.traffic.com/enterprise>

ENTERPRISE WILL PICK YOU UP

If you need a ride, Enterprise will pick you up, take you to our office and get you on your way, absolutely free. Call Tel: (775) 329-3773 now to make arrangements. (Geographic restrictions may apply)

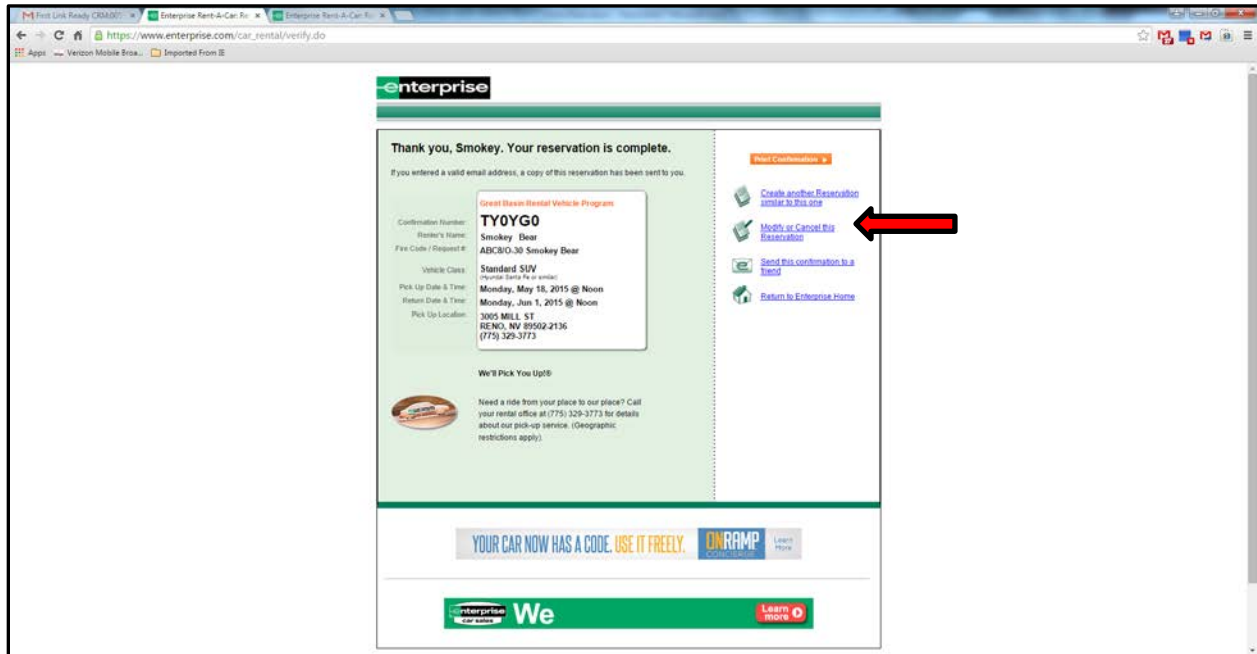
TO MODIFY OR CANCEL THIS RESERVATION

Please click the link below to modify or cancel this reservation. (Note: Modifying your location, date, or time may result in changes to your rates, taxes, surcharges or underage fee)
<https://www.enterprise.com/car-rental/deep6map-0c70d-903&confirmation=1171700&name=Smokey&lastname=Bear&city=C&language=EN>

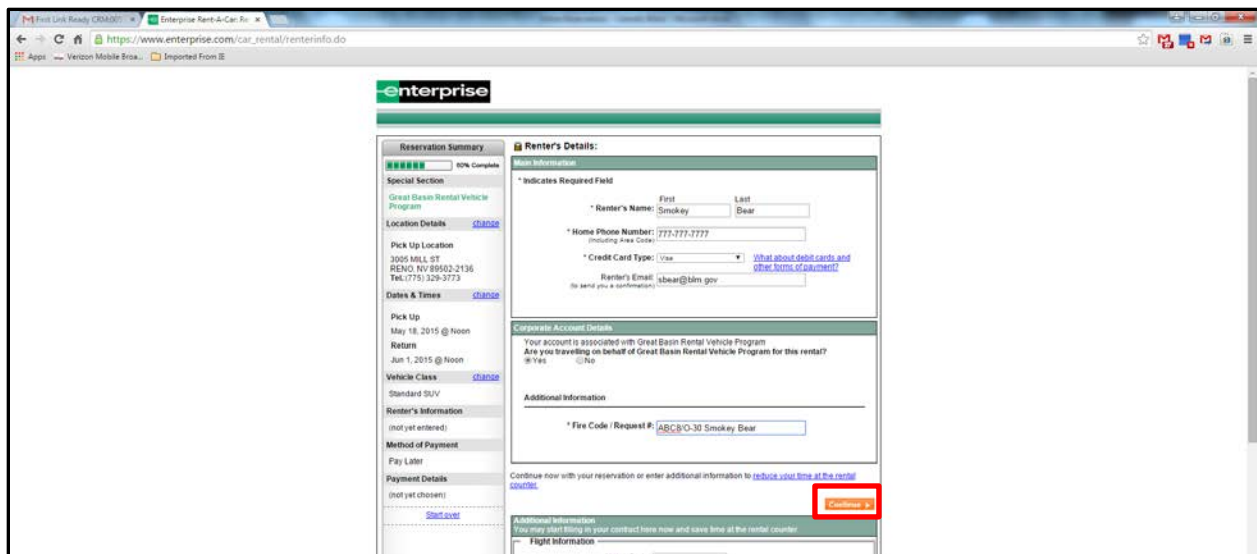
CANCEL A RESERVATION

There are two ways to cancel a reservation.

1 - From the Reservation Confirmation Page



Select the link to **Modify or Cancel this Reservation**.



Click **Continue**.

enterprise

Modify Reservation

Confirmation # TY0YG0

Special Section

Great Basin Rental Vehicle Program

Location Details

Pick Up Location

3005 MILL ST
RENO, NV 89502-2136
Tel: (775) 329-3773

Dates & Times

Pick Up

May 18, 2015 @ Noon

Return

Jun 1, 2015 @ Noon

Vehicle Class

Standard SUV

Renter's Information

SMOKEY BEAR
Tel: (777) 777-7777
BDEBERG@BLM.GOV

Fire Code / Request #

ABCSD-39 Smokey Bear

Method of Payment

Pay Later

Payment Details

Pay at Pick Up

Verify Changes to Confirmation #TY0YG0

Apply Changes

Exit, No Changes

Cancel Reservation

Total Cost Estimate

For a 14 day rental of a Standard SUV
(Hyundai Santa Fe or similar)

2 Weeks @ \$ 441.00 USD \$ 882.00 USD

VEHICLE LICENSING COST \$ 28.00 USD

Subtotal \$ 910.00 USD

GOVERNMENTAL SERVICES FEE \$ 88.20 USD

COUNTY TAX \$ 17.64 USD

SALES TAX \$ 68.13 USD

* Total Charges \$ 1,883.97 USD

Additional surcharges, local taxes, etc. may apply.

Your Business Rental Program benefits have been Applied

Important Information About Your Rental

- VEHICLE IS UNLIMITED WITHIN THE RENTING STATE AND BORDERING STATE. IF TRAVELING OUTSIDE OF THESE STATES, RELEASE WILL BE AT 200 FREE MILES PER DAY AND \$ 28 EACH ADDITIONAL MILE.
- THERE WILL BE AN ADDITIONAL CHARGE OF 10.00 USD PER DAY FOR EACH ADDITIONAL AUTHORIZED DRIVER OTHER THAN A SPOUSE OR DOMESTIC PARTNER.
- ALL DRIVERS MUST BE 21 YEARS OF AGE OR OLDER. RENTERS 21 THROUGH 24 YEARS OF AGE MAY ONLY RENT ECONOMY THROUGH FULLSIZE CARS.
- THE RENTERS LIABILITY INSURANCE WILL APPLY EXCEPT WHERE ENTERPRISE IS REQUIRED BY LAW TO PROVIDE LIABILITY PROTECTION.
- THE FOLLOWING MAJOR CREDIT CARDS ARE ACCEPTED AS A DEPOSIT FOR RENTALS IN THE US: AMERICAN EXPRESS, MASTERCARD, VISA, AND DISCOVER NETWORK. WAIVER OF PRIMARY RENTER DEPOSIT MAY BE AVAILABLE ON CERTAIN CARS, A WAIVER DEPOSIT OF 100.00 USD OR THE ENTIRE COST OF THE

Click **Cancel Reservation**.

enterprise

Modify Reservation

Confirmation # TY0YG0

Special Section

Great Basin Rental Vehicle Program

Location Details

Pick Up Location

3005 MILL ST
RENO, NV 89502-2136
Tel: (775) 329-3773

Dates & Times

Pick Up

May 18, 2015 @ Noon

Return

Jun 1, 2015 @ Noon

Vehicle Class

Standard SUV

Renter's Information

SMOKEY BEAR
Tel: (777) 777-7777
BDEBERG@BLM.GOV

Method of Payment

Pay Later

Payment Details

Pay at Pick Up

Cancel your reservation

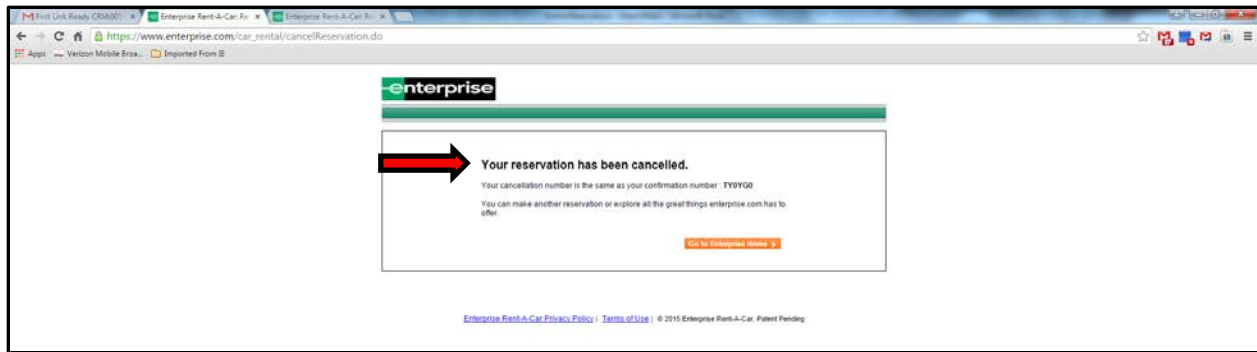
Are you sure you want to cancel?

No

Yes, Cancel

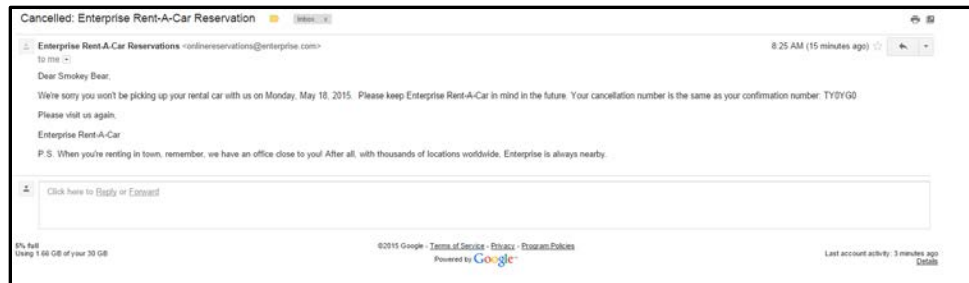
Enterprise Rent-A-Car Privacy Policy | Terms of Use | © 2015 Enterprise Rent-A-Car. Patent Pending

Click **Yes, Cancel**.



Note that the reservation has been cancelled. An email will be sent to the driver or reservation preparer.

Email Cancellation



2 - From the Email Confirmation

Confirmed: Enterprise Rent-A-Car Reservation   

Enterprise Rent-A-Car Reservations <onlinereservations@enterprise.com>
to me · 8:24 AM (10 minutes ago)

Dear Smokey Bear,

Thank you for choosing Enterprise. We look forward to seeing you on Monday, May 18, 2015 at Noon. If you didn't print your confirmation when you reserved your car, please print this Email or record your confirmation number. You may need it when you pick up your rental. Your rental information is summarized below.

RESERVATION INFORMATION

Confirmation Number: TY0YGO

Fire Code / Request #: ABC8/O-30 Smokey Bear

Name: Bear, Smokey

Pick Up Date: Monday, May 18, 2015 at Noon
Drop Off Date: Monday, June 1, 2015 at Noon

Pick Up Location Address and Phone Number:
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3055 MILL ST
RENO, NV 89502-2136
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Pick Up Location Hours for the week of: May 18, 2015
Monday: 7:30 am - 6:00 pm
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Car and Rate Information for Great Basin Rental Vehicle Program:
Standard SUV Hyundai Santa Fe or similar
Hyundai Santa Fe or similar
882.00 USD (2 Weeks @ 441.00)
28.00 USD (VEHICLE LICENSING COST)
910.00 USD (Subtotal)
86.20 USD (GOVERNMENTAL SERVICES FEE)
17.64 USD (COUNTY TAX)
68.13 USD (SALES TAX)
Total charges: 1,083.97 USD

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Please click the link below to modify or cancel this reservation. (Note: Modifying your location, date, or time may result in changes to your rates, taxes, surcharges or underage fee).
<https://www.enterprise.com/car-rental/deep折扣.do?rid=973&confirmation=112100&vehicle=Smokey&location=BeachCity&language=EN>

At the bottom of the email confirmation is a link to cancel the reservation. Click the link.

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Reservation Summary

Special Section: Great Basin Rental Vehicle Program

Location Details

Pick Up Location: 3005 MILL ST, RENO, NV 89502-2136, Tel: (775) 329-3773

Dates & Times

Pick Up: May 18, 2015 @ Noon

Return: Jun 1, 2015 @ Noon

Vehicle Class

Standard SUV

Renter's Information

Renter's Name: SMOKEY BEAR

Home Phone Number: (775) 777-7777

Credit Card Type: Visa

Renter's Email: sbear@blm.gov

Payment Details

Pay Later

Continue

Click **Continue**.

enterprise

Verify Changes to Confirmation #TY0YG0

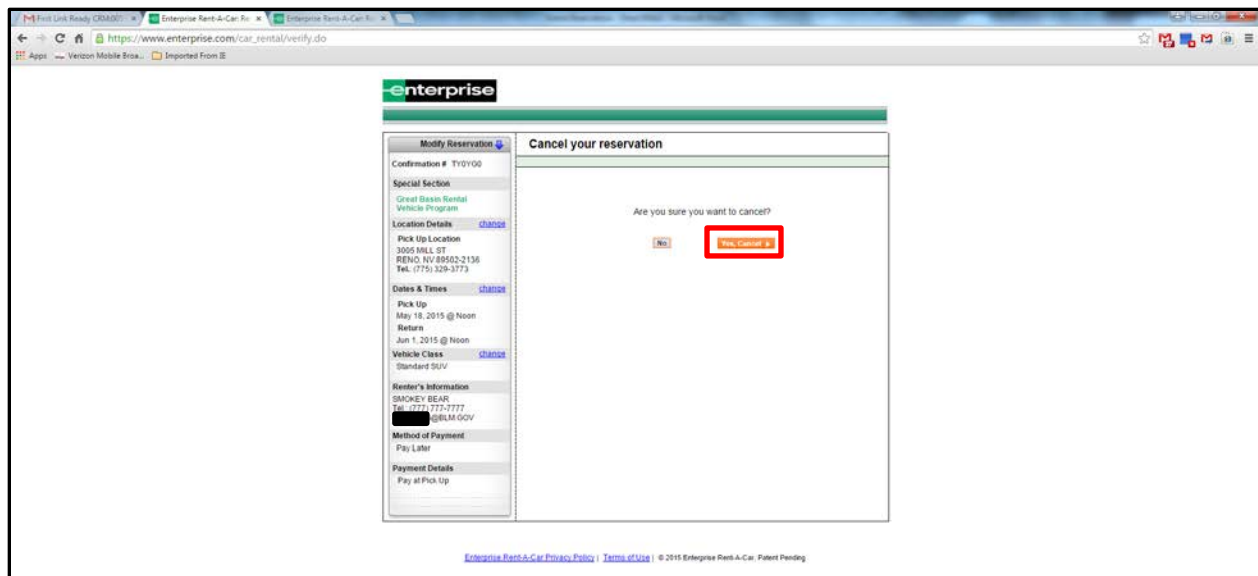
Total Cost Estimate

For a 14 day rental of a Standard SUV (Hyundai Santa Fe or similar)

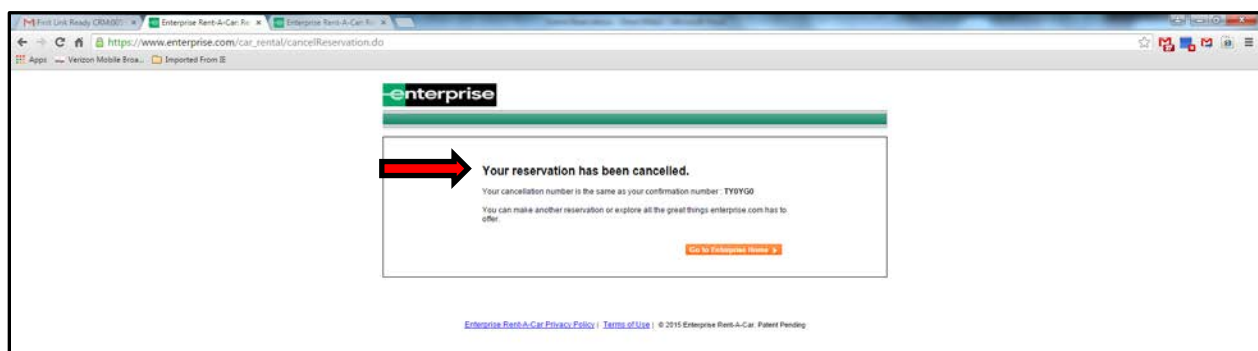
2 Weeks @ \$ 441.00 USD	\$ 882.00 USD
VEHICLE LICENSING COST	\$ 28.00 USD
Subtotal	\$ 910.00 USD
GOVERNMENTAL SERVICES FEE	\$ 88.20 USD
COUNTY TAX	\$ 17.64 USD
SALES TAX	\$ 68.13 USD
* Total Charges	\$ 1,083.97 USD

Cancel Reservation

Click **Cancel Reservation**.



Click **Yes, Cancel**.



Note that the reservation has been cancelled. An email will be sent to the driver or reservation preparer.

Email Cancellation

