



Defense Travel Management Office



U.S. Government Car Rental Program

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National Travel Forum

June 2008



Agenda

- U.S. Government Car Rental Program Overview
- Reservation Rights
- Car Rental Program Rates
- Additional Government Benefits
- Official Travel Status
- Insurance and Damage Liability
- Authorized Drivers
- Car Rental Program Information on Web



U.S. Government Rental Car Program

- 20 car rental carriers
- Approx. 7,000 rental locations
- Established web-based accident/complaint tool
- Soliciting industry feedback for program improvements
- Develop and maintain the U.S. Government Rental Car Agreement
- Serve as the interface to vendors and customers
- Approve rates
- Assist with claims and disputes
- \$325 M (annually)



Transition

- Program was managed by the Military Surface Deployment and Distribution Command (SDDC)
- Transitioned to Defense Travel Management Office (DTMO) in October 2007



The Agreement

- Agreement covers the entire U.S. Government and the U.S Postal Service
- Government Administrative Rate Supplement (GARS)
 - \$5.00 per day worldwide
 - Covers the under-aged drivers, additional drivers and administration



Reservation Rights

- Rental rates confirmed by the company must be guaranteed and honored for 60 days from the time of reservation
- Vehicle must be available and the contract ready when renter arrives
- If vehicle is not available, company must make arrangements to provide a vehicle through another location participating in the program



Reservation Rights (continued)

- If size/class of car reserved is not available, the company must offer an upgrade vehicle at no additional cost or smaller car at reduced rate (with renter's consent)
- Confirmed reservation must be held for a minimum of 2 normal business hours after renter's scheduled flight arrival time
- Charge / credit card numbers are not required to make reservations



Rates

- Car rental companies offer ceiling rates which are approved by the DTMO
 - Rates may go lower at any time but cannot go higher without prior approval
 - Rates cannot have penalty restrictions
- Total rates must reflect all fees except for GARS (Company has right to itemize state and local government fees, surcharges and taxes that cannot be included in the rate on the rental contract)



Rates (continued)

- Rates must be offered with unlimited mileage (except one way rentals)
- Company has option to charge mileage for one way rentals or drop off charges
- Weekly rates cannot be more than 6 times the daily rate
- Ceiling rates are not subject to blackout dates
- Rates do not require advance reservations
- Rates do not require a minimum rental period



Additional Government Benefits

- Drivers over the age of 18 are allowed to rent vehicles when on official business
- Additional government employees traveling with the renter are allowed to drive the vehicle and do not have to be listed on the contract
- DTMO website lists all participating rental car companies



Additional Government Benefits (continued)

- Off-terminal locations must be in close proximity to the airport
- Elapsed time to the rental office cannot exceed 25 minutes from time renter requested pick up service
- City and suburban locations do not have to offer pick up service but must comply with all other terms of the Agreement



Official Travel Status

- Government employees' travel status is authenticated by the following:
 - Travel Authorization/Order
 - Travel Government Charge Card
- Renters may pay for rental using cash, personal check or charge/credit card
 - When using official government charge card as identification of official travel status, cost of rental must be charged to that card



Insurance and Damage Liability

- When in an accident, the Agreement covers the driver for liability for up to \$25,000 in property damage and up to \$100,000 per person (\$300,000 total) for injury/death to others (including passengers)
- If the Government employee/renter/driver is injured in an accident while on Government business, coverage would be Workman's compensation or personal insurance, if necessary



Insurance and Damage Liability (continued)

- Mandatory no-fault rules apply to coverage where required by law
- Certain OCONUS locations have mandatory insurance, which is a reimbursable expense
 - DTMO will list those locations requiring this mandatory insurance on our website when available
- The Agreement does not address theft of personal or Government property from rental cars



Insurance and Damage Liability (continued)

- The government may cover employees for loss of government property or personal goods when left in the rental vehicle
- Agency regulations may cover such losses if they are deemed to be “incident to service”
- Personal accident insurance, personal effects coverage, or other optional coverage may be offered by the rental company but is not a prerequisite for renting a vehicle
- This insurance is generally not a reimbursable cost by the government unless it is a mandatory OCONUS requirement



Insurance and Damage Liability (continued)

- Drivers are not covered for loss or damage to a vehicle when:
 - Obtaining the vehicle through fraud or misrepresentation, or the damage or loss is caused intentionally by an authorized driver
 - Operation of the vehicle by a driver who is under the influence of intoxicants or any prohibited drugs
 - Use of the vehicle for any illegal purpose
 - Use of the vehicle in pushing or towing another vehicle
 - Use or permitting the vehicle to carry passengers or property for hire
 - Operation of the vehicle in a test, race or contest



Insurance and Damage Liability (continued)

- Drivers are not covered for loss or damage to a vehicle when:
 - Operation of the vehicle in live artillery fire exercises, or used in training for tactical maneuvers
 - Operation of the vehicle by a person other than an authorized driver
 - Operation across international boundaries unless specifically authorized at the time of rental



Insurance and Damage Liability (continued)

- Drivers are not covered for loss or damage to a vehicle when:
 - Theft of the rented vehicle and the renter cannot produce the vehicle keys, unless the renter can show the keys were stolen through theft or robbery
 - Operation of the vehicle off paved, graded, state or professionally maintained roads, or driveways, except when the Company has agreed to this in writing beforehand



Authorized Drivers

- Any passenger that is not a government employee (contractor, family member, friend or others) may not drive the vehicle unless additional coverage is available and purchased through the car rental company or they are on the orders as in the case of a family member on PCS



DTMO Website

- DTMO website contains:
 - Copy of the US Government Car Rental Agreement
 - Vehicle Claims System
 - Vendor contacts
 - Car Rental Rates (Ceiling Rates)

<https://www.defensetravel.dod.mil>



DTMO Vehicle Rental Claims System

- Located on the DTMO website at:
<https://www.defensetravel.dod.mil/rental/>
- Allows travelers to file:
 - Accident claims
 - Damage claims
 - Overcharge claims
 - Service claims
 - Availability claims
 - Shuttle claims



Rental Claims Webpage






DTMO Vehicle Rental Claims System

- **Submit a Car Rental Claim**
- **Submit a Truck Rental Claim**
- **Submit a Service Issue/Complaint**

To submit an online claim, please have the following items ready:

- Traveler's name, phone and email address or
- Name of POC, phone and email address
- Vehicle type
- Date of rental
- Rental Company name
- Rental Location
- Incident Date
- Amount of the claim
- Claim description

To process your claim in an accurate manner, please provide the following documentation:

- Travel Orders
- Rental Contract
- Itinerary
- Traveler Statement
- Police Report

If you are unable to attach the necessary documents to your Claim or Service Issue, you may FAX them to 703-696-7878. Please make sure to include the Claim ID Number that is assigned to your Claim or Service Issue on each page you FAX to the DTMO.

For assistance with complaints in connection with rentals or if you need additional information, contact the DTMO at 703-696-7257 or DSN at 426-7257.

[Click here](#) to obtain copies of the US Government Car Rental Agreement.

[Admin](#)



Rental Claims – Submit a Rental Car Claim



- **Submit a Car Rental Claim**
 - **Submit a Truck Rental Claim**
 - **Submit a Service Issue Complaint**
- | |
|--|
| <ul style="list-style-type: none">Accident ClaimsMultiple DriversOverchargeSUV ClaimsVehicle Damages |
|--|

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[Admin](#)



Rental Claims – Submit a Service Issue





**DTMO Vehicle Rental
Claims System**




- **Submit a Car Rental Claim**
- **Submit a Truck Rental Claim**
- **Submit a Service Issue**
 - [Car Availability](#)
 - [Cleanliness](#)
 - [Courteous/Professional](#)
 - [Maintenance](#)
 - [Shuttle](#)

To submit an online claim, please have the following information:

- Traveler's name, phone and email address
- Name of POC, phone and email address
- Vehicle type
- Date of rental
- Rental Company name
- Rental Location
- Incident Date
- Amount of the claim
- Claim description

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Rental Claims – Submit a Service Issue/Complaint

DTMO Vehicle Rental Claims System

Service Issue/Complaint

[Return to Menu](#) | [Instructions](#)

Subject:

What is Your Role? Traveler Traveler POC Rental Company POC

Traveler

First Name: **M.I.:** **Last Name:**

Phone: **Ext.:**

xxx-xxx-xxxx or DSN xxx-xxxx

Email:

Verify Email:

Organization:

If Other, enter the organization name below:

Traveler POC

First Name: **M.I.:** **Last Name:**

Phone: **Ext.:**

xxx-xxx-xxxx or DSN xxx-xxxx

Email:

Verify Email:

Rental Company POC

First Name: **M.I.:** **Last Name:**

Phone: **Ext.:**

xxx-xxx-xxxx or DSN xxx-xxxx

Email:

Verify Email:

Date of Rental:

Rental Company Claim Reference No.:



For more information, please visit
www.defensetravel.dod.mil