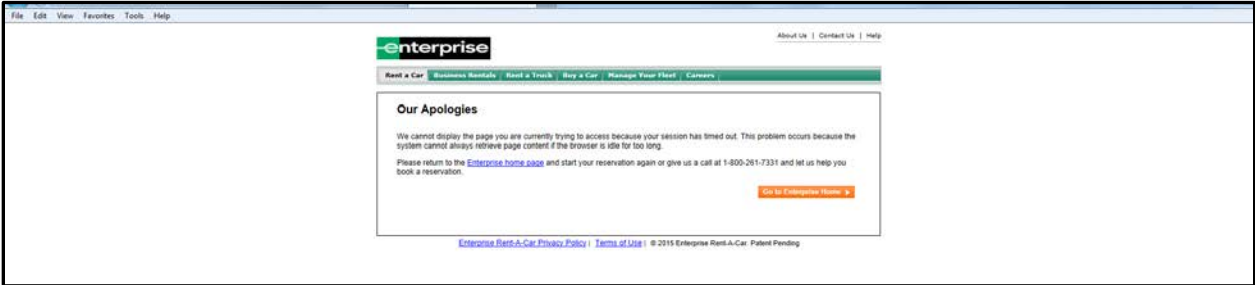|	GREAT BASIN RENTAL CAR PROGRAM ENTERPRISE CENTRALLY BILLED ONLINE RESERVATION INSTRUCTIONS

WHAT: Online reservation instructions for Enterprise Rent-a-Car for the centrally billed Enterprise accounts.

WHO: A web link is available to those who will be making reservations for those resources who do not have access to a government-issued charge card (i.e., casual employees, pool vehicles). Access to the web link shall be limited only to: dispatch personnel, incident business personnel, and incoming buying team personnel.

WHEN: Effective immediately.

CREATING A RESERVATION

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.
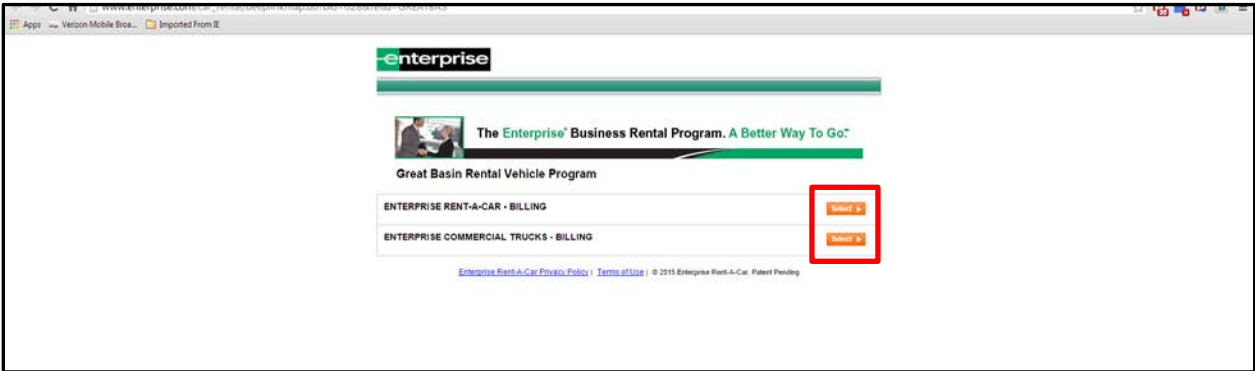

Select either the Car or Truck billing.
- Car Billing – All vehicles up to and including ½-ton pickups
- Truck Billing – Vehicles ¾-ton and larger
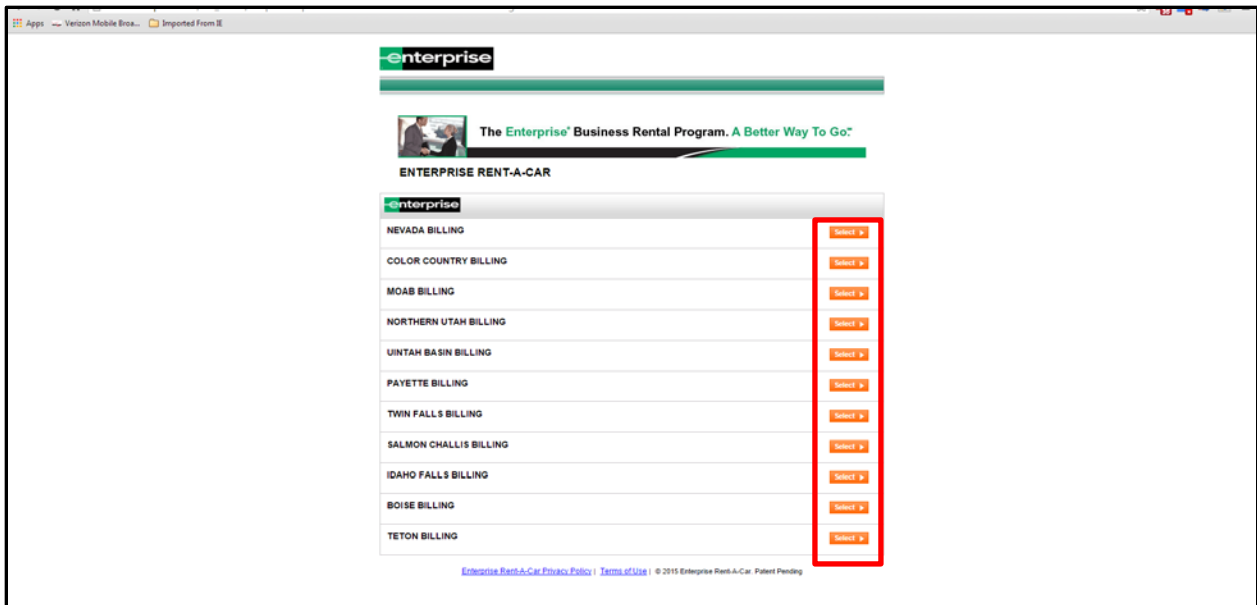
Billing locations for the Great Basin Rental Car Program are listed. Each billing location has a payment contact identified. The payment contact will receive an email regarding the reservation, any changes to the reservation, and any cancellations.

Click **Select** for the desired Billing Location.
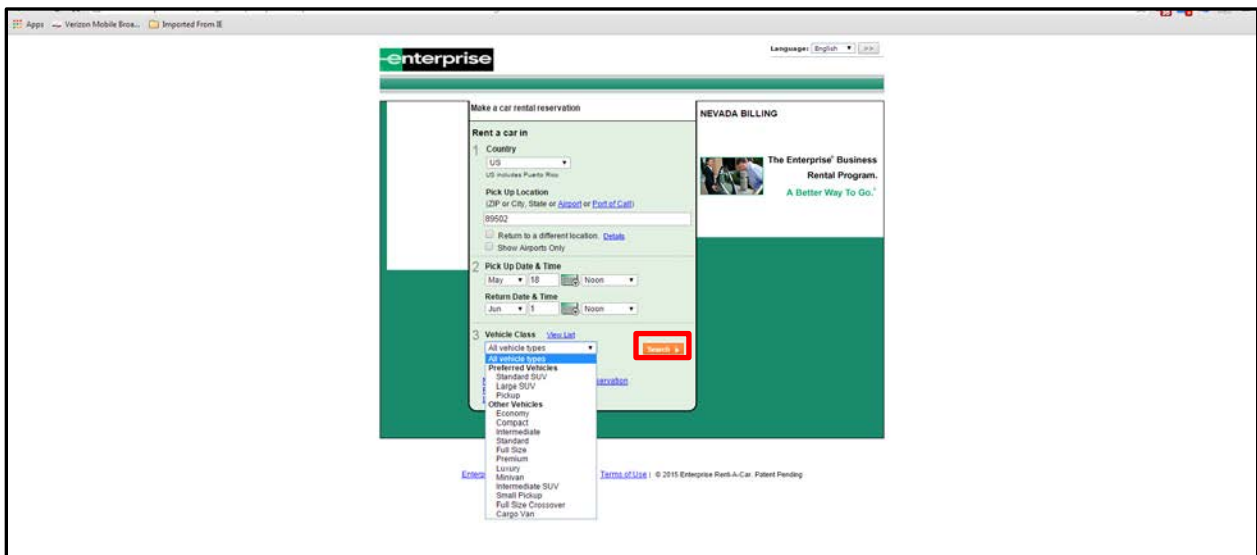
1. Select a Pick Up Location – Enter zip code, city, state, or airport code.
2. Select a Pick Up Date & Time
3. Select a Vehicle Class. The dropdown will show Preferred vehicles first and then all other vehicles. It is not necessary to complete the vehicle class on this page. It can be selected on the following page.
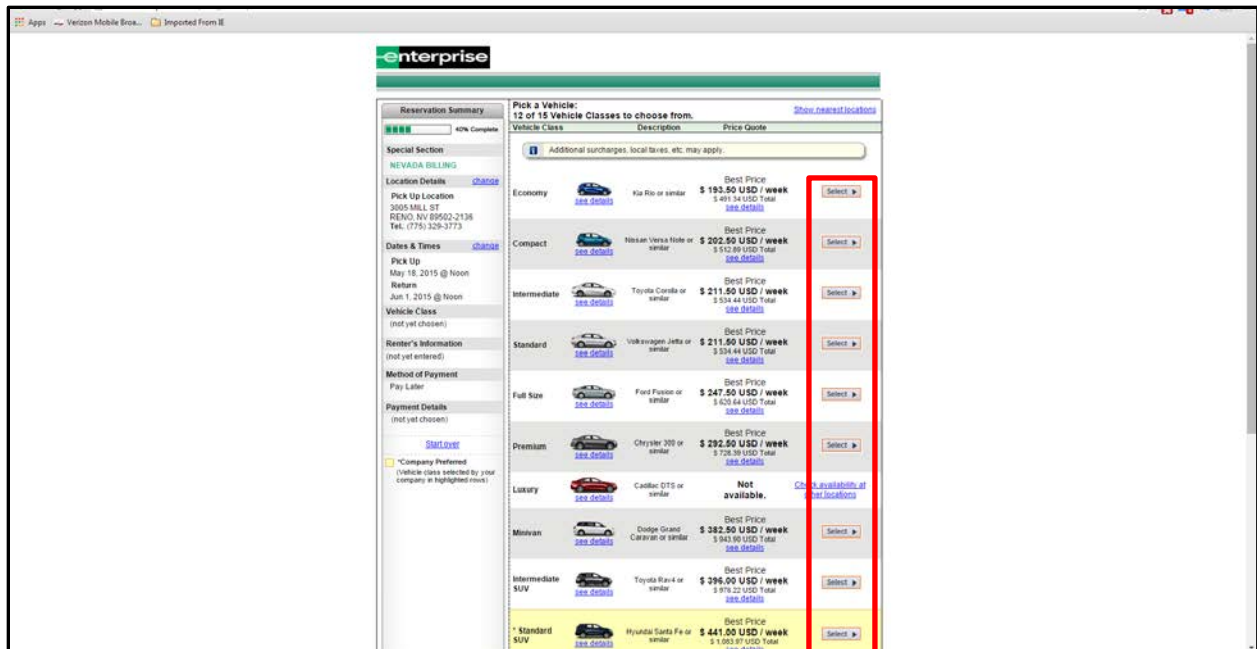4. Click **Search**.

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.
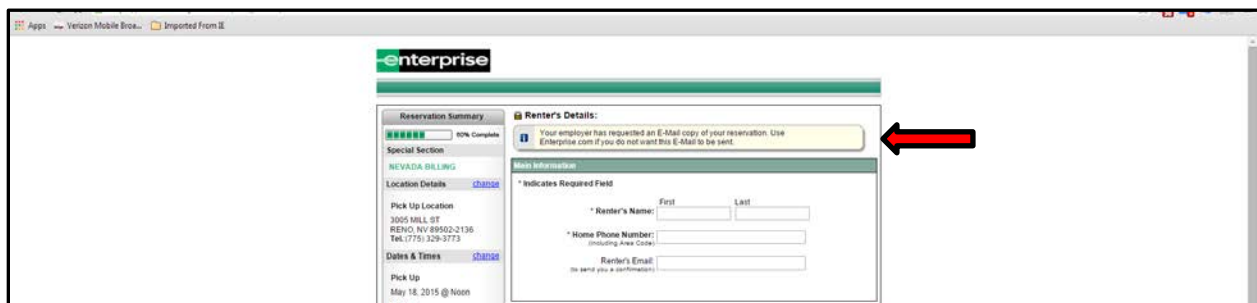
Note the information box at the top of this page. A copy of the reservation will be emailed to the Renter's email listed in the first box, as well as to the government payment contact for the billing location.
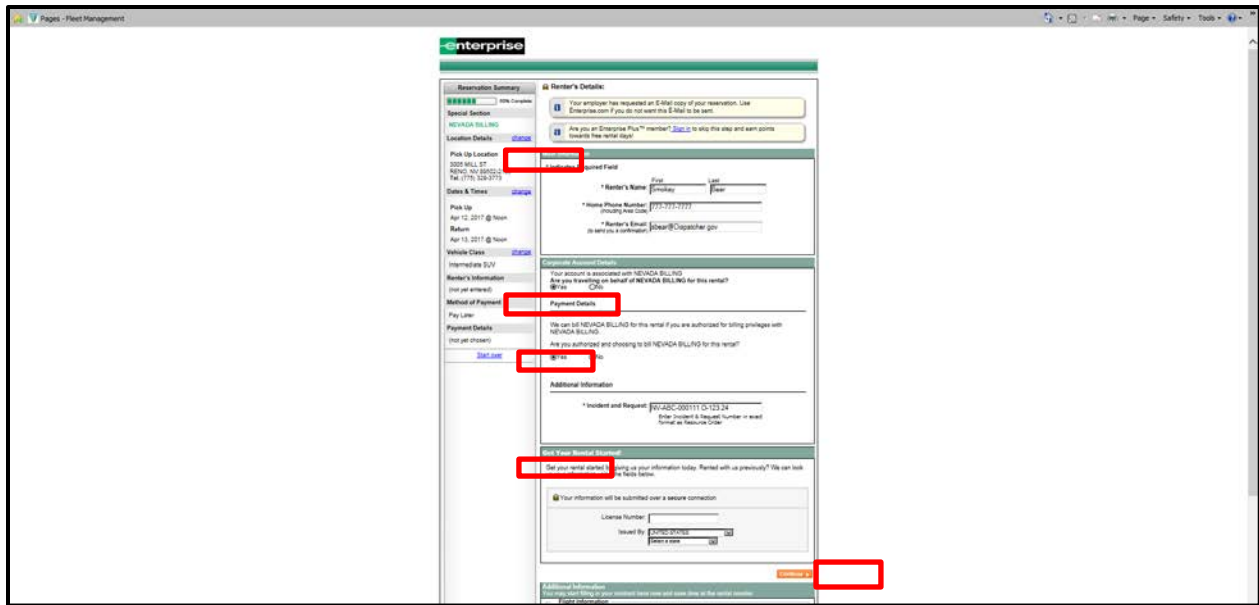
Main Information –

- 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. This will also ensure the driver's name is listed on the rental agreement. This is important in case of validation during law enforcement stops and/or invoice payment verification.
- Home Phone Number – Enter the ***driver's*** phone number.
- Renter's Email – Enter either the ***driver's*** or ***reservation preparer's*** email address (i.e., dispatcher). A confirmation email will be sent to this email address. If the email entered is the reservation preparer's, the reservation preparer should ensure the driver receives a copy of the reservation email.

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

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

Additional Information – Enter the ***Incident Number*** and ***Request Number*** **_exactly as shown on the employee's resource order (blocks 3 and 12)_**.

It is important that this block contain the exact information listed above as it is hard-coded into the Enterprise program in order to avoid unauthorized users of the BPA. It will also be printed on the traveler's rental agreement and will assist the billing contact in their reconciliation and payment of monthly invoices.

Do not enter any additional information on this screen.

Click ***Continue*** after all information has been entered.
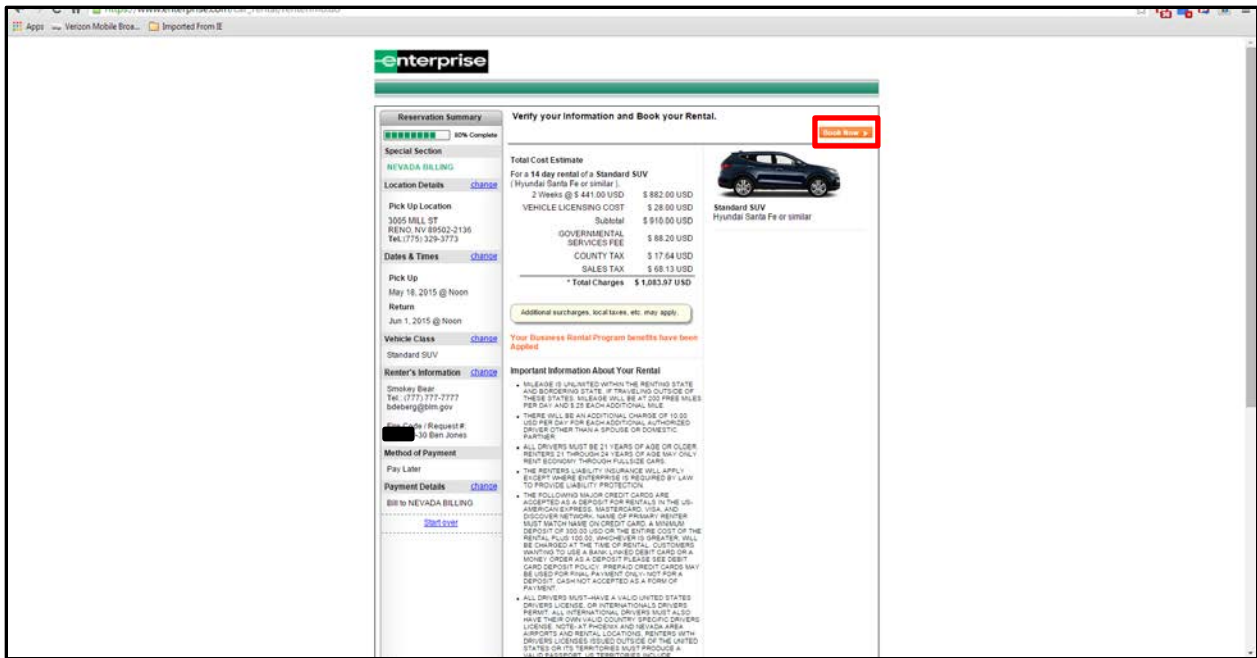
If the listed information is correct, click **Book Now**.

The reservation confirmation may be printed here.
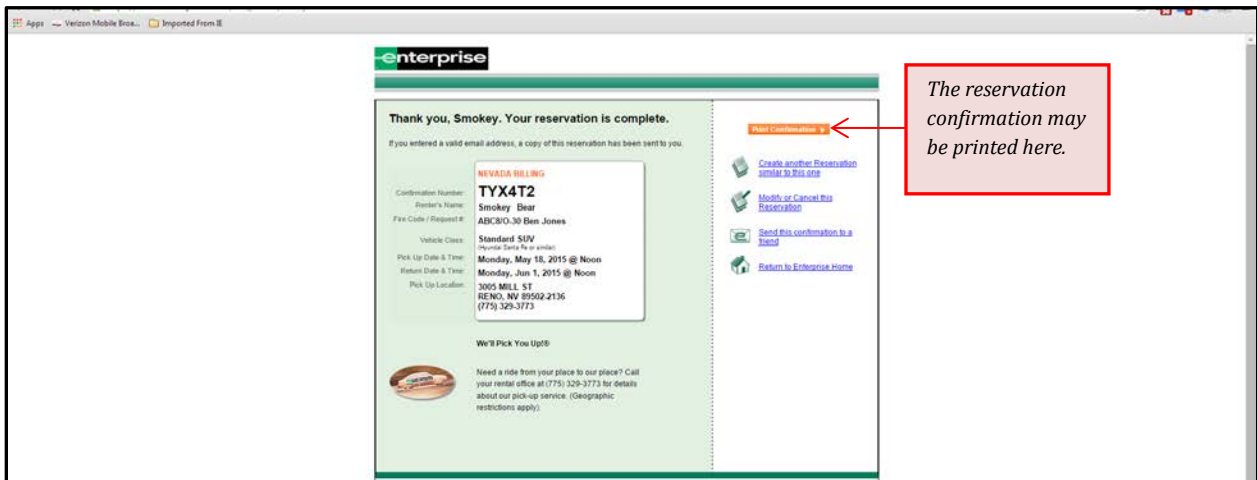
Reservation confirmation is displayed. An email will be sent to the Renter and the billing contact. The confirmation may be printed from this page

Email Confirmation

Confirmed: Enterprise Rent-A-Car Reservation   Inbox x   🖨

Enterprise Rent-A-Car Reservations <onlinereservations@enterprise.com>   1:31 PM (3 minutes ago) ☆ ↩ ▾
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: TYX4T2

Fire Code / Request #: ABC8/O-30 Ben Jones

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 NEVADA BILLING:
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 INTERNATIONALS DRIVERS PERMIT. ALL INTERNATIONAL DRIVERS MUST ALSO HAVE THEIR OWN VALID COUNTRY SPECIFIC DRIVERS LICENSE. NOTE- AT PHOENIX AND 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.htallc.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.
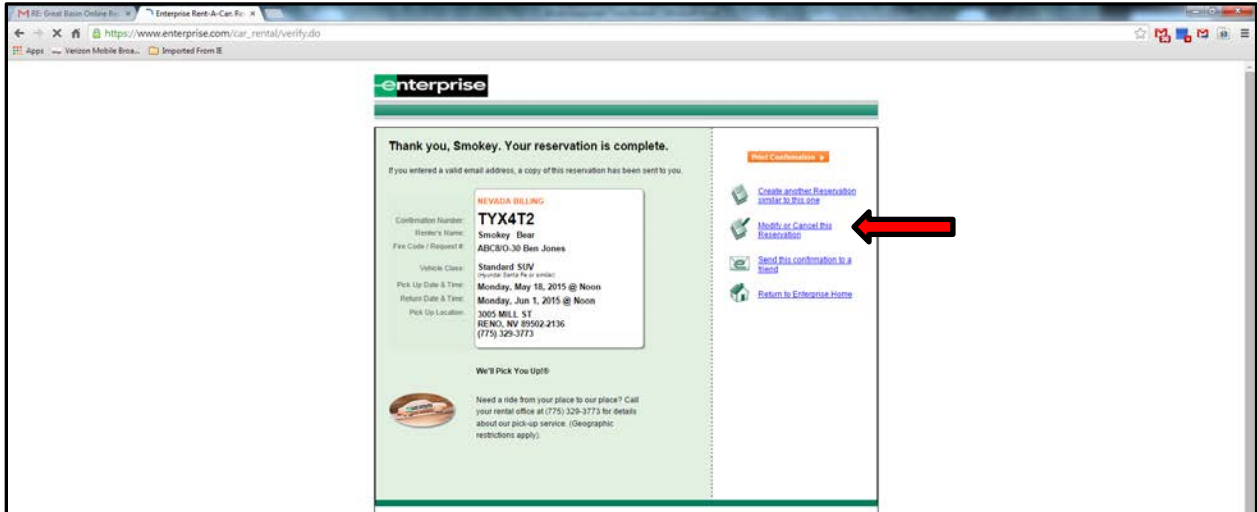
TO MODIFY OR CANCEL THIS RESERVATION

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/deeplinkmap.do?bid=001&confirmnum=TYX4T2&firstname=Smokey&lastname=Bear&cnty=US&language=EN
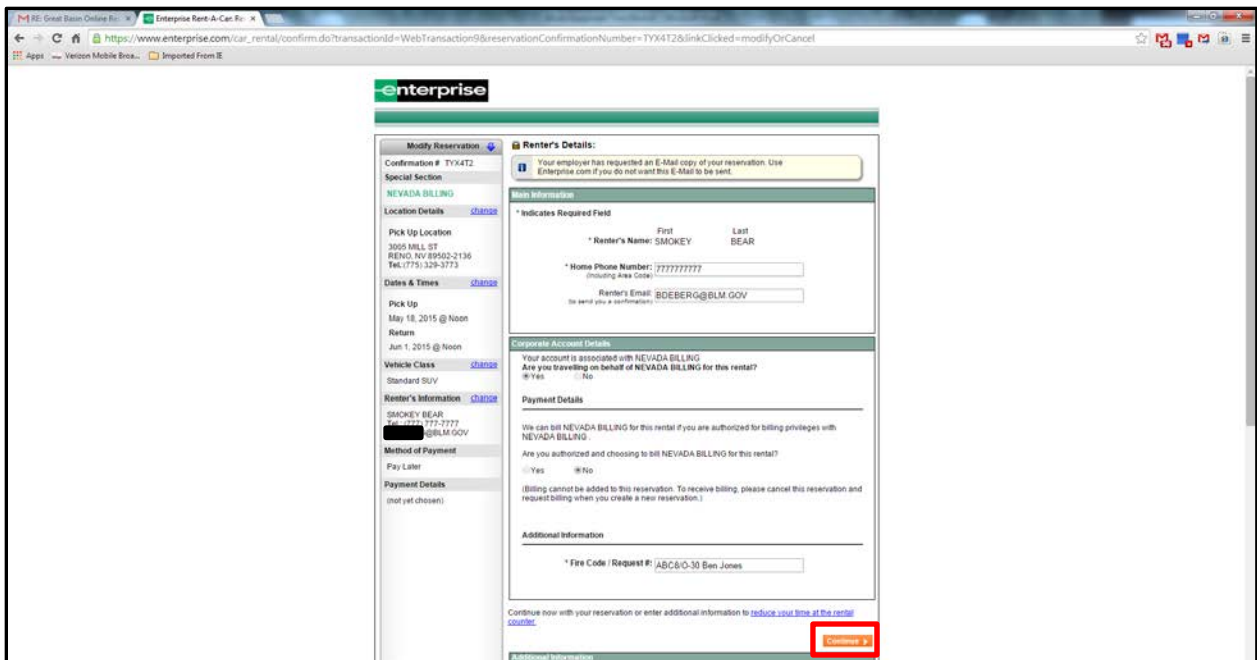
CANCEL A RESERVATION

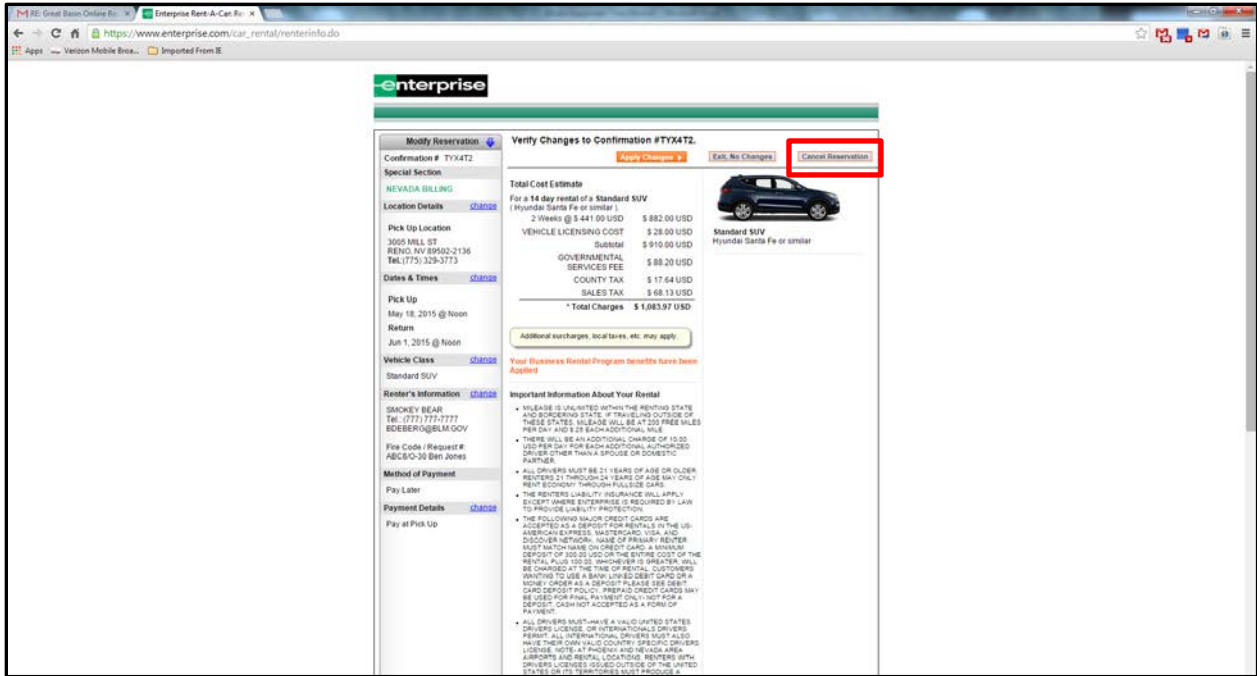There are two ways to cancel a reservation.

1 - From the Reservation Confirmation Page
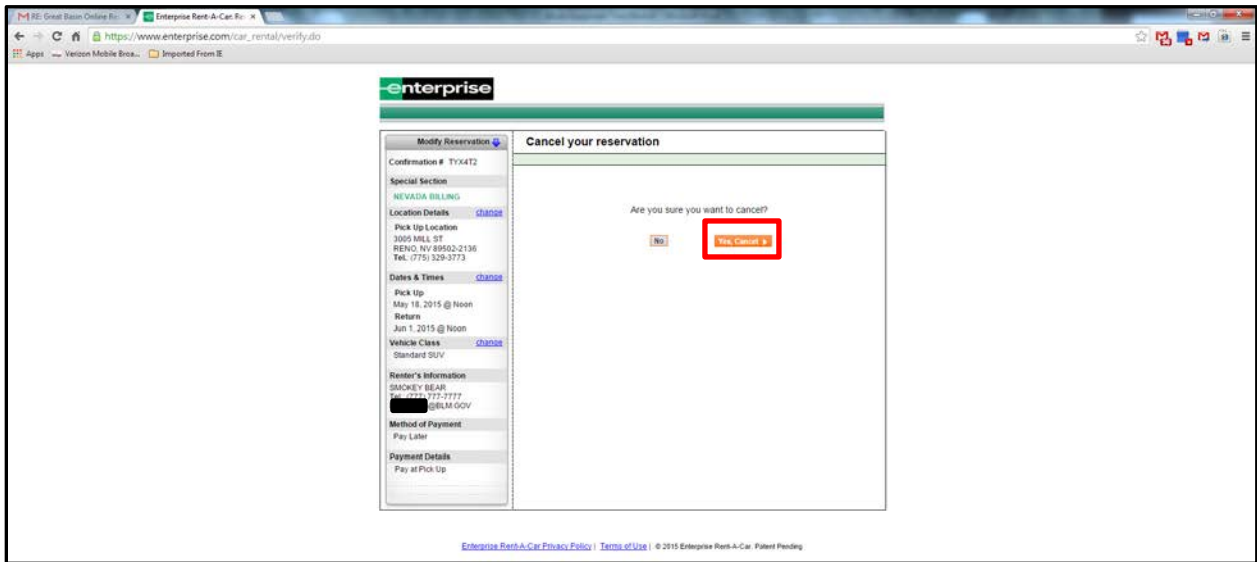

Select the link to ***Modify or Cancel this Reservation***.
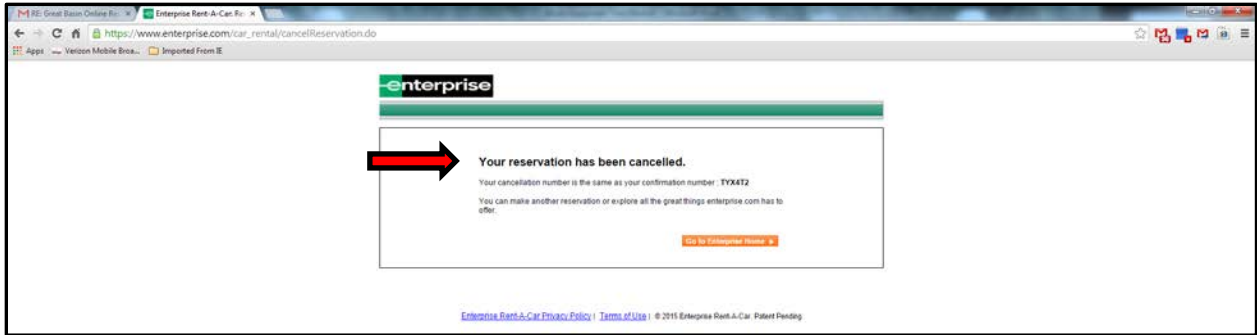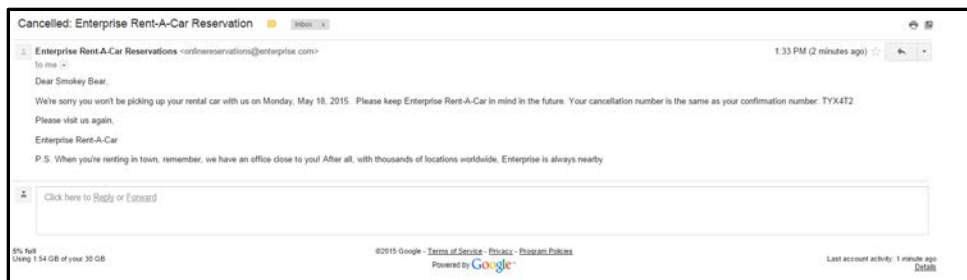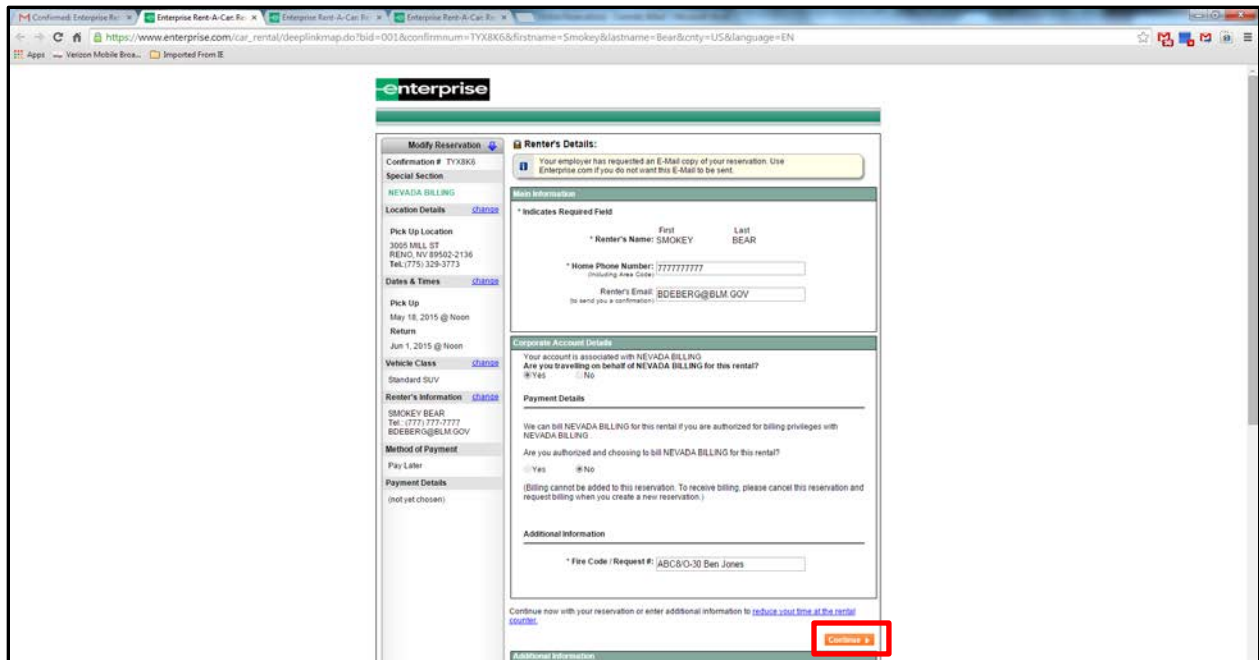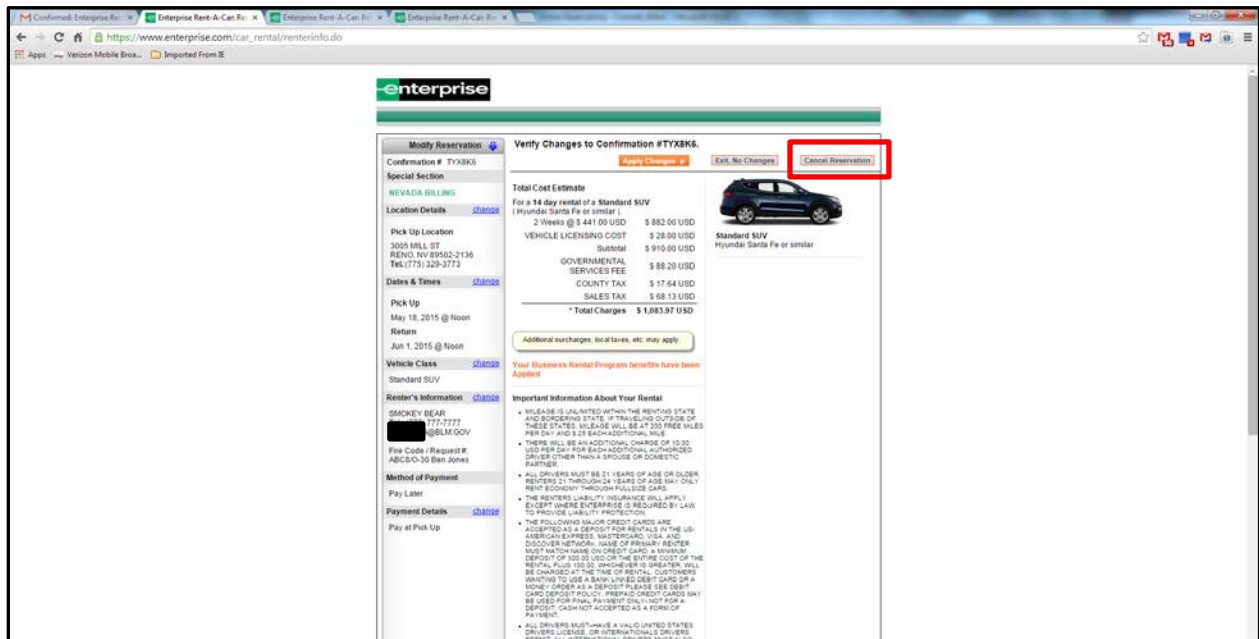

Click ***Continue***.

Click **Cancel Reservation**.

Click **Yes, Cancel**.

Note that the reservation has been cancelled. An email will be sent to the Renter and the agency billing contact.

Email Cancellation

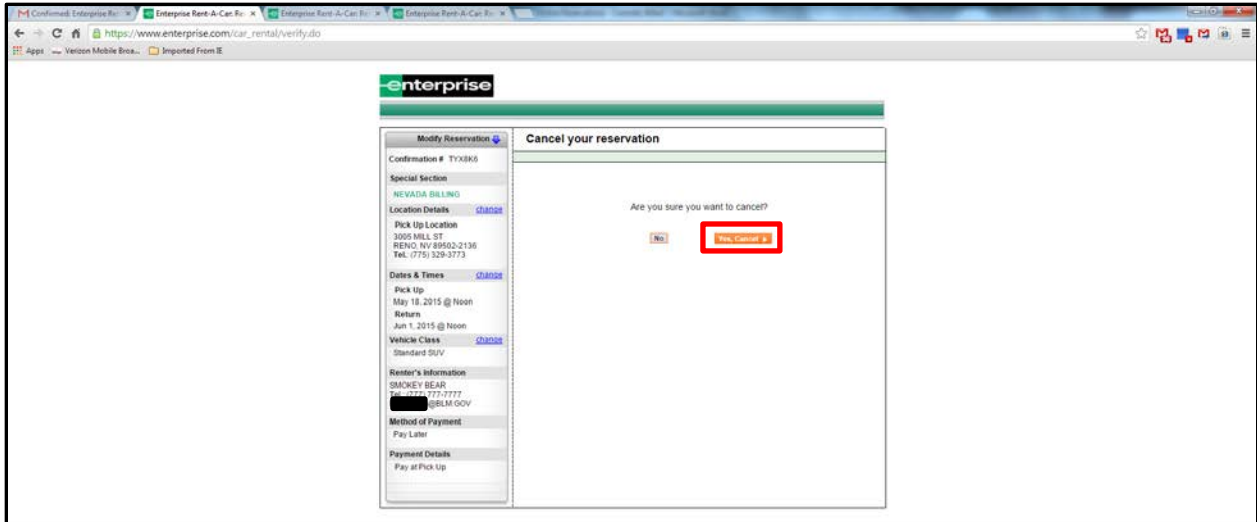## 2 - From the Email Confirmation

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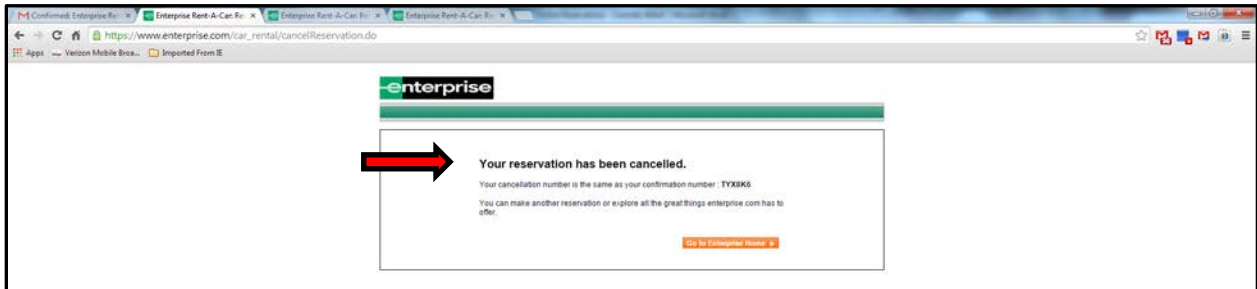
Click **Continue**.

Click **Cancel Reservation**.

Click **Yes, Cancel**.

Note that the reservation has been cancelled. An email will be sent to the Renter and the agency billing contact.

Email Cancellation