



GREAT BASIN RENTAL CAR PROGRAM ENTERPRISE DIRECT BILLING ONLINE RESERVATION INSTRUCTIONS

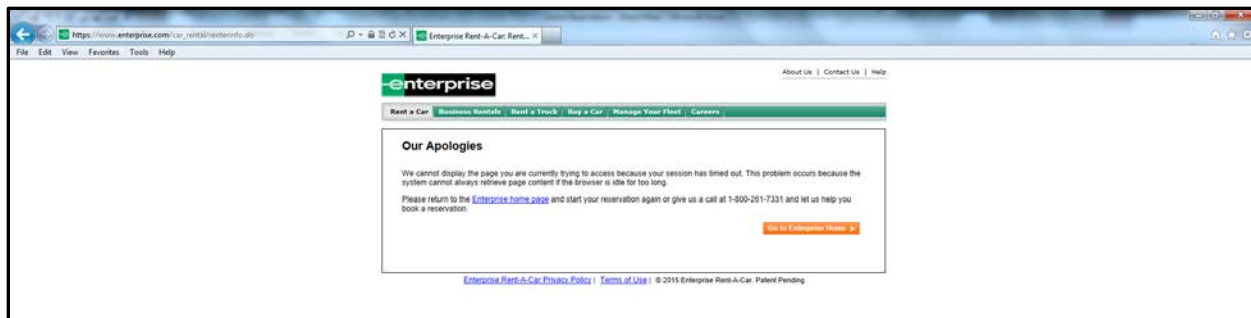
WHAT: Online reservation instructions for Enterprise Rent-a-Car for the direct billed Enterprise accounts (those travelers with a government-issued charge card).

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.

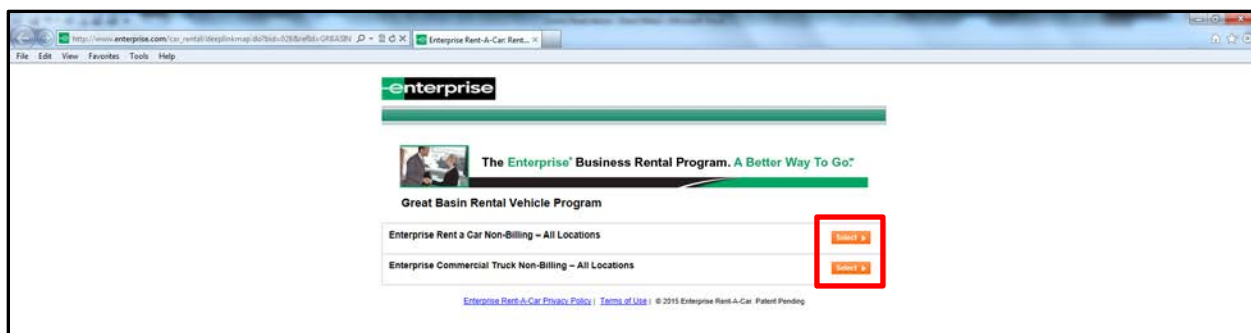
WHEN: Effective immediately.

CREATING A RESERVATION

Web link: [Enterprise Direct Bill](#)

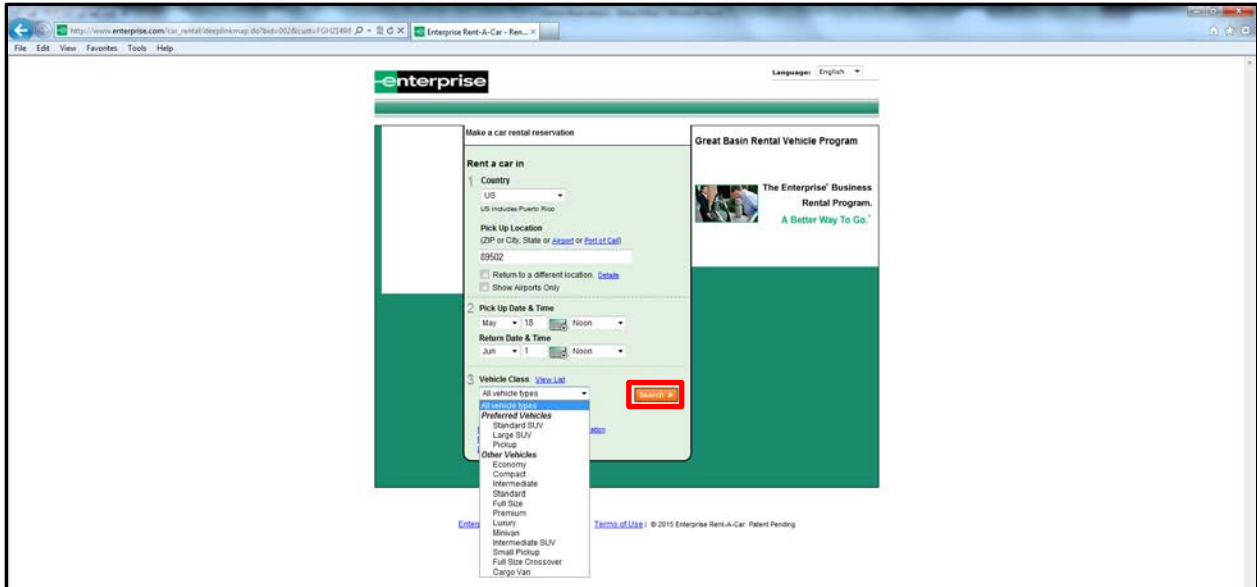


NOTE: If at any time during the reservation process, the system times out, do not click on the links above. These links take the user to the commercial Enterprise site. The user must go back to the link shown above to access the Great Basin Rental car process.



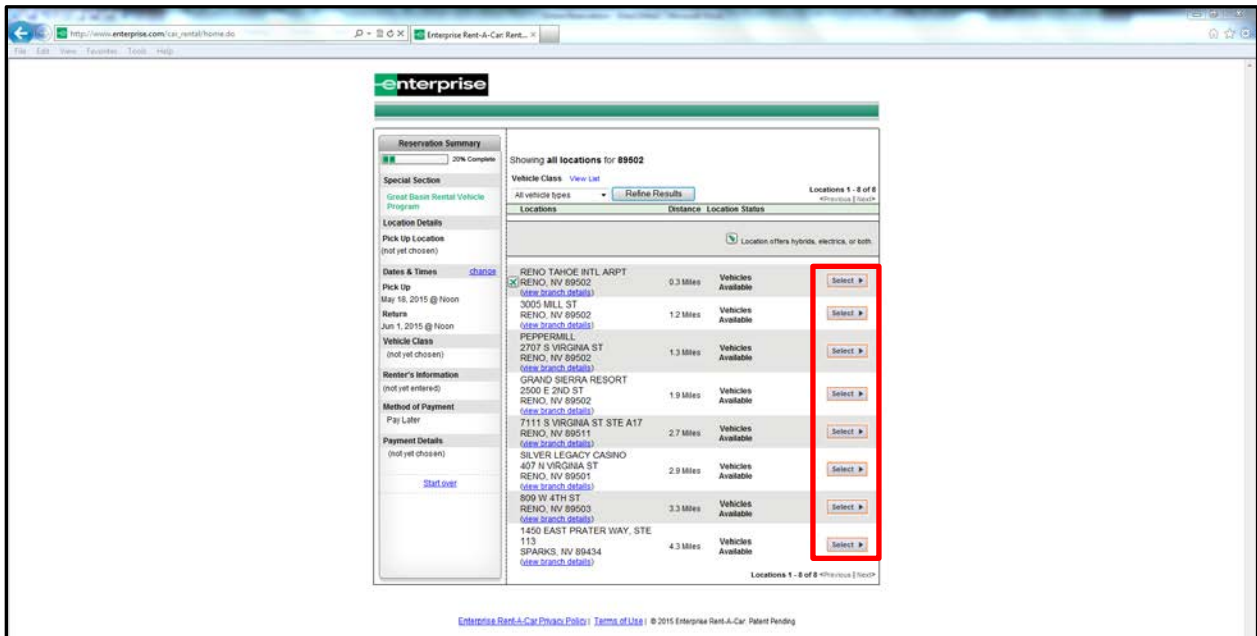
Select either the Car or Truck billing.

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



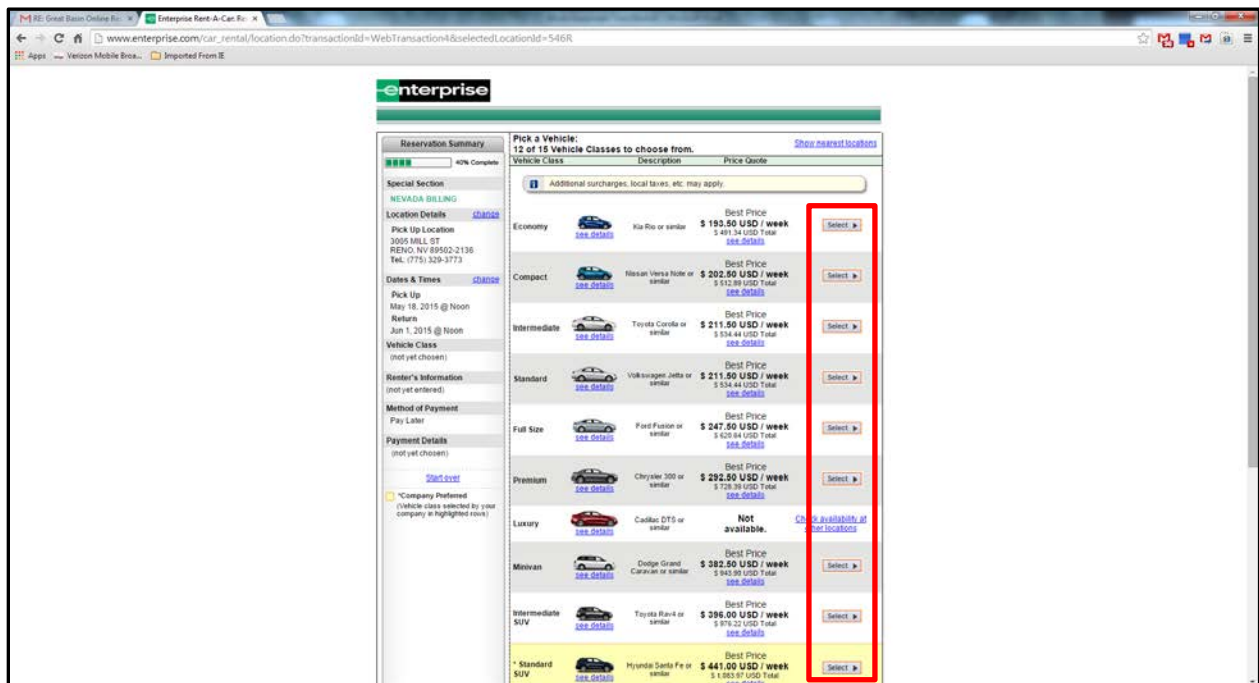
Select a Pick Up Location – Enter zip code, city, state, or airport code.

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**.



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.

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.

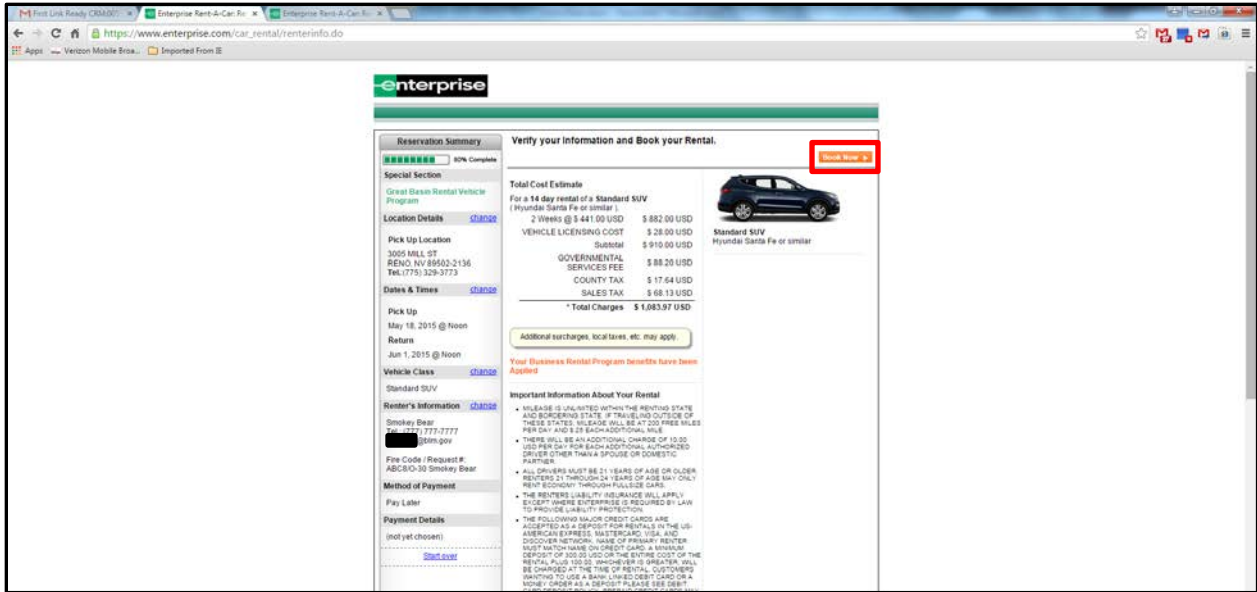
Corporate Account Details – Verify the proper billing location is listed. Check Yes.

Additional Information – Enter the **Incident Number and Request Number exactly as shown on your resource order (blocks 3 and 12)**.

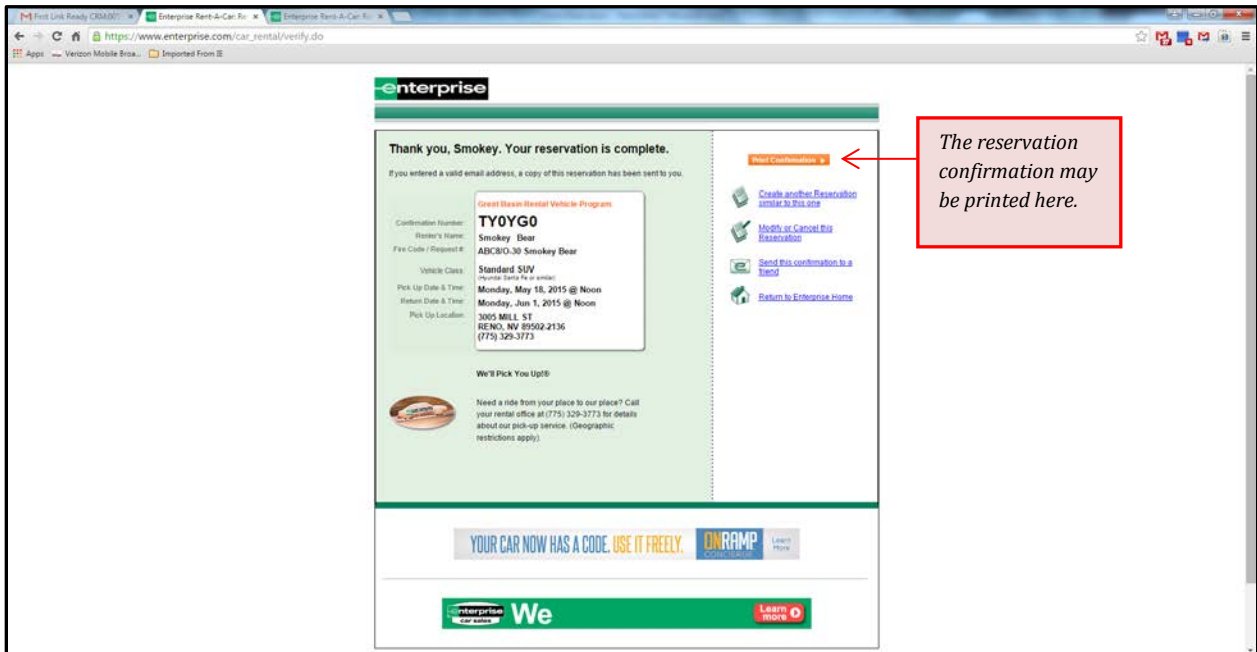
It is important that this block contain the exact information listed above as it is hard-coded into the Enterprise program in order to avoid unauthorized users of the BPA. It will also be printed on the traveler's rental agreement and may be of assistance in the case of billing errors.

Do not enter any additional information on this screen.

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



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



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

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: TY0YGG

File Code / Request #: ABCB/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
Hyundai Santa Fe or similar
852.00 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 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.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)

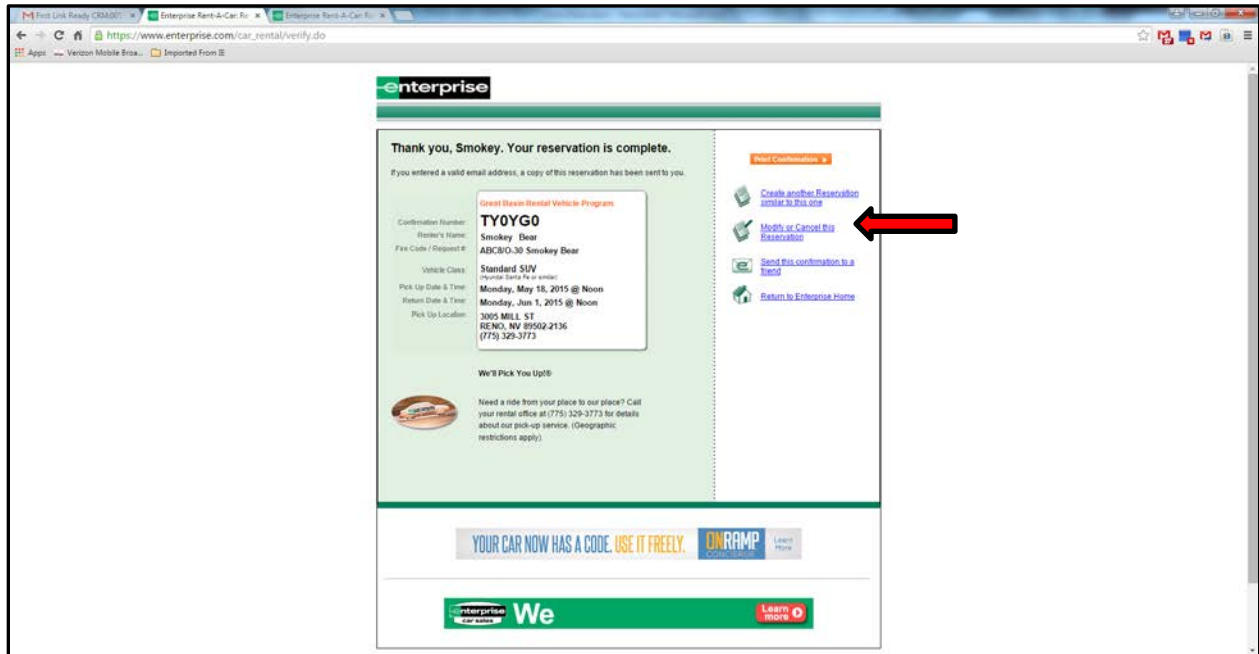
TO MODIFY OR CANCEL THIS RESERVATION

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/vehicle/reno/07/18/15/confirmations/17753293773?fname=Smokey&lname=Bear&city=US&language=EN

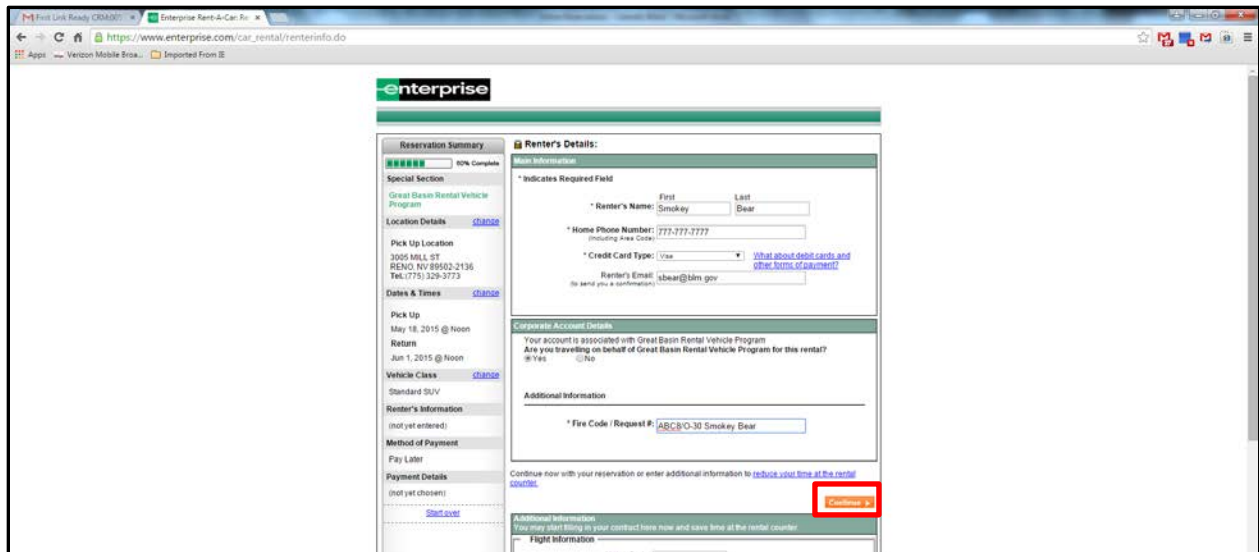
CANCEL A RESERVATION

There are two ways to cancel a reservation.

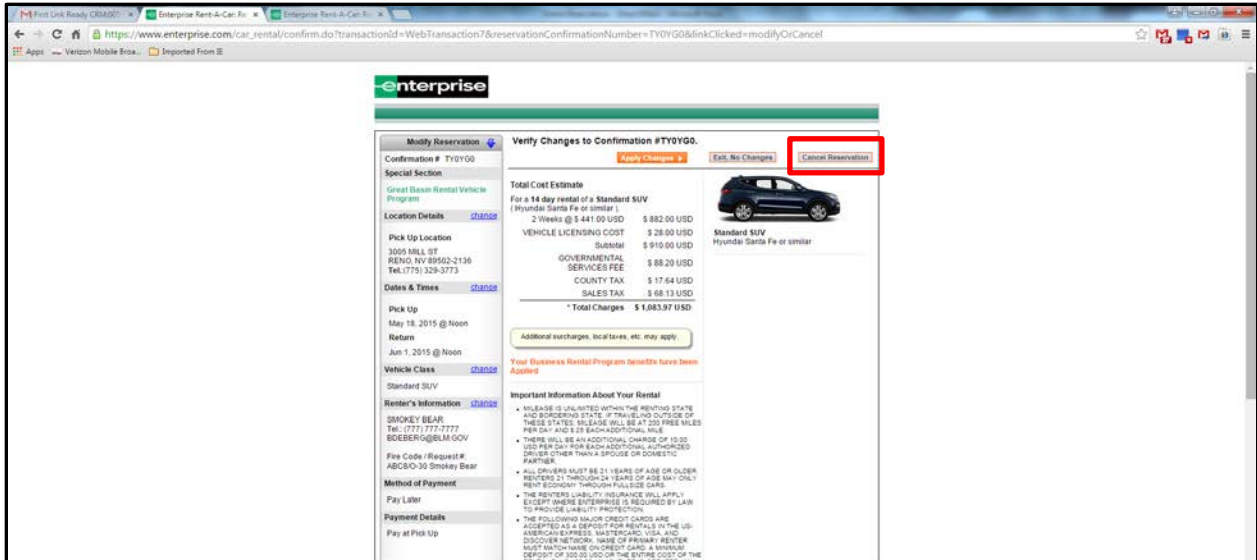
1 - From the Reservation Confirmation Page



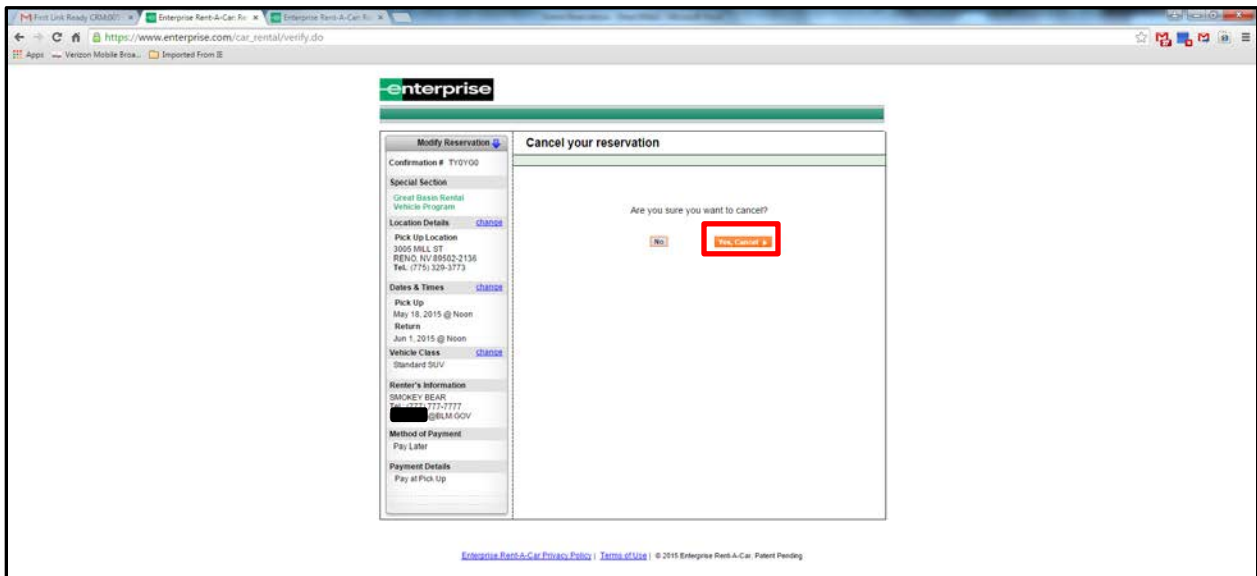
Select the link to **Modify or Cancel this Reservation**.



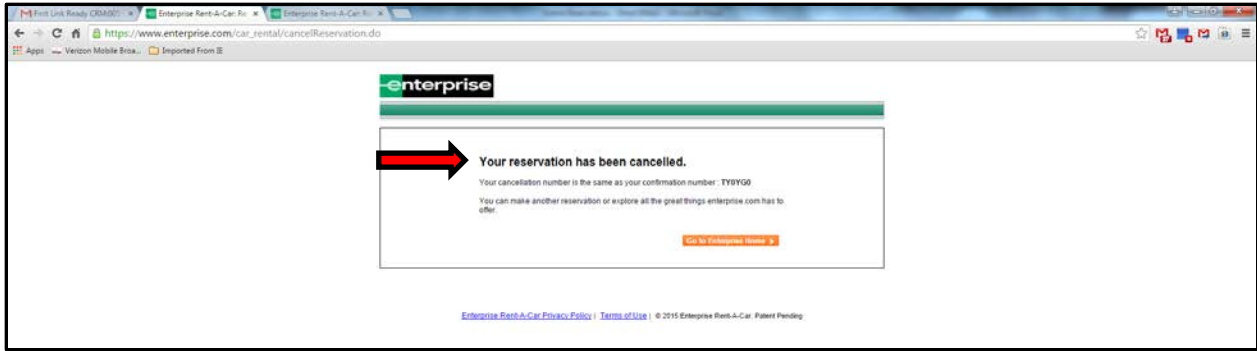
Click **Continue**.



Click **Cancel Reservation**.

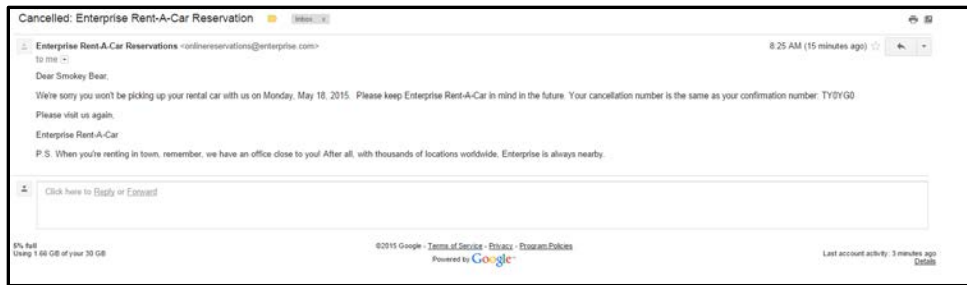


Click **Yes, Cancel**.



Note that the reservation has been cancelled. An email will be sent to the 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>
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: TY0YGG

File 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
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 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 NORTHERN MARIANA 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 FULL-SIZE 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>

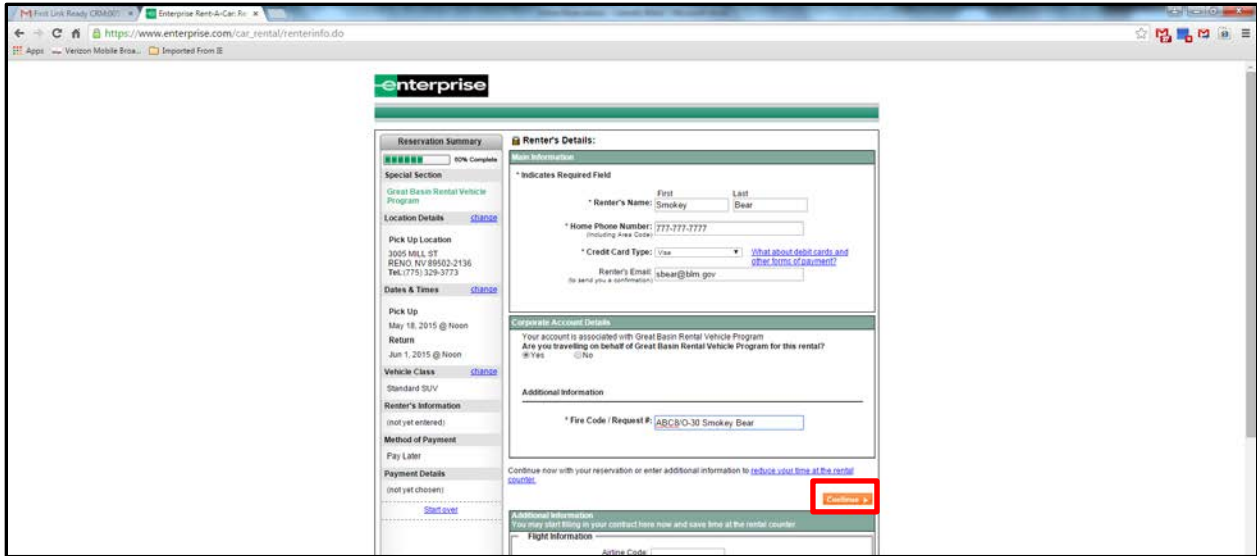
ENTERPRISE WILL PICK YOU UP

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.

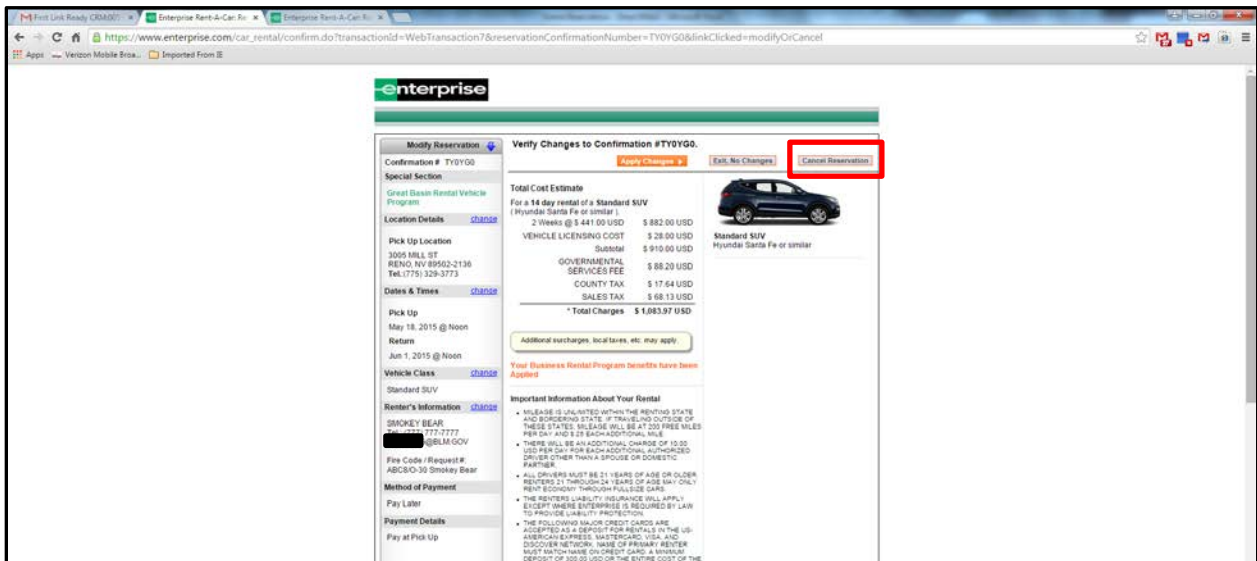
TO MODIFY OR CANCEL THIS RESERVATION

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/deepplmnp.do?req=903&confirmation=110108&customer=Smokey&lastname=Bear&orig=US&language=EN>

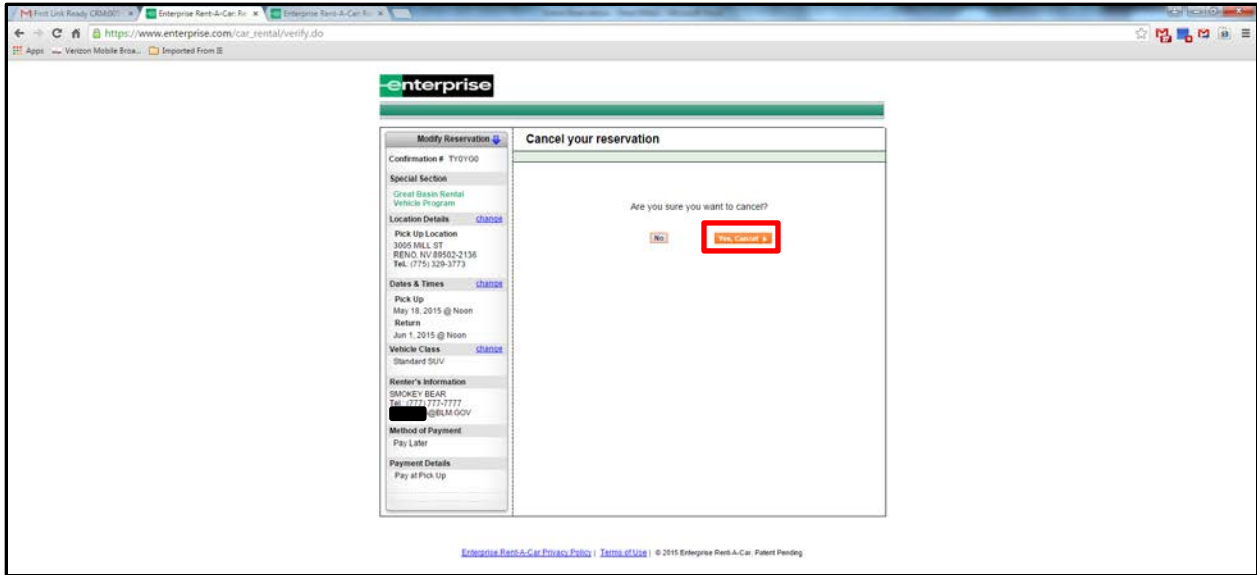
At the bottom of the email confirmation is a link to cancel the reservation. Click the link.



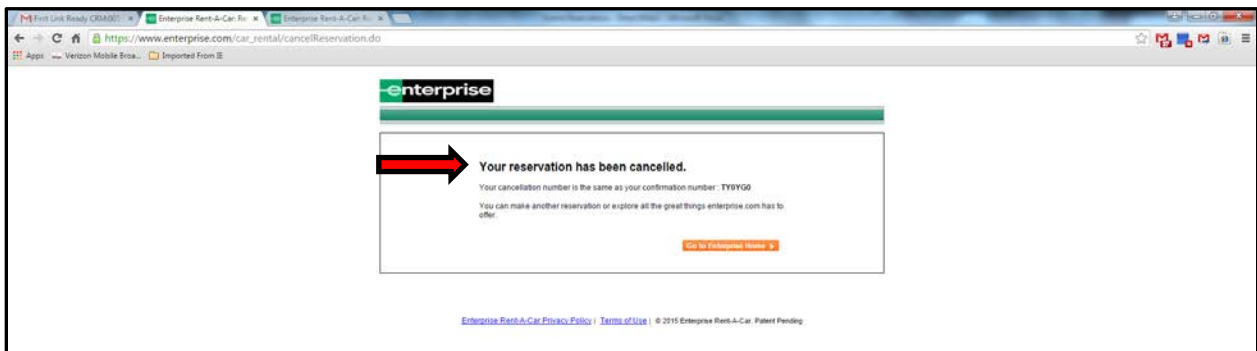
Click **Continue**.



Click **Cancel Reservation**.



Click **Yes, Cancel**.



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

Email Cancellation

