



# STANDARD OPERATING PROCEDURES GREAT BASIN RENTAL CAR PROGRAM

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## INTRODUCTION

To assist in incident mobilization efforts, the Great Basin Incident Business Group has established Blanket Purchasing Agreements (BPA) to be used in the support of protecting lands for fire suppression, severity, and all-hazard incidents. The BPA may be used for federal resources, as well as for non-federal resources whose agency does not have an existing rental car agreement in place. This document provides the process for utilizing the BPAs listed below:

GREAT BASIN BLANKET PURCHASE AGREEMENTS	
RENTAL CAR COMPANY	BPA #
Enterprise Car Rental	L14PA00147
Hertz	L14PA00145
Rush Truck	L14PA00143
Salmon Motors	L14PA00144

Prior to utilizing a rental car on an emergency incident the proper mode of transportation must be determined. The mode of transportation must result in the greatest advantage to the Government and be approved in advance by the incident agency (via the resource order) and the employee's supervisor.

When use of a rental car has been approved, it is recommended that SUVs or pickups be utilized. A standard/intermediate SUV or ½-ton pickup should be sufficient in most cases. For line-going personnel, it is recommended that ¾-ton or larger pickups be rented. These vehicles are equipped with higher ground clearance and E-class rated tires. Employees may be approved to upgrade rental vehicle size under the following circumstances:

1. To accommodate the transportation of additional government equipment that is so large that it cannot reasonably fit into a compact vehicle.
2. Travelers will be accessing areas of extremely rough terrain, which would require the use of a Sport Utility Vehicle with off road capabilities to ensure safe travel.
3. Sharing a rental vehicle with other employees.

For longer term assignments (i.e., fire pre-positions and details) rentals may be procured and paid under the centrally billed account to avoid potential credit availability issues with charge cards. Users will need to submit spreadsheets or other documentation that indicates which fires and dates the vehicle should be charged to. Arrangements for this documentation should be made at the time of rental between the user and the payment office.

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## EMPLOYEE WITH A GOVERNMENT-ISSUED CHARGE CARD

A government employee, that has a government-issued charge card, shall utilize this BPA and pay (for themselves only) using that charge card at the time of rental. This option allows the employee to arrange and pay for their own travel, but fall within these terms and conditions unique to incident support (i.e. claims, off road use, etc.).

### Procedures:

1. All vehicle operators must possess a valid State-issued driver's license.
2. A resource order will be generated for the employee incident assignment, specifying in the "Special Needs" block that a rental vehicle is authorized. No 15-passenger vans are to be rented.
3. The employee may reserve the vehicle by:
  - a. Enterprise Rentals Only - Reserving online at: [Enterprise Direct Bill](http://gacc.nifc.gov/gbcc/business.php). Online reservation instructions can be found at: <http://gacc.nifc.gov/gbcc/business.php>.
  - b. Contacting the rental car vendor directly to make arrangements for the rental. Employee **MUST** provide either a Vehicle Rental Order Form (Form B-1) or the above-mentioned resource order via fax, email or in person. Employee must specify if a 4X4 or all-wheel vehicle is required at the time of order.
4. The employee shall provide their charge card number at the time of rental. Per the BPA terms and conditions, pre-charging or placing holds on charge cards is prohibited, including pre-authorization fees.
5. The employee will obtain a copy of the rental agreement. The rental agreement should contain either the customer number or the incident number and resource order number. Employees must ensure their government-issued charge card has been utilized on the rental agreement at the time of rental. If an employee encounters resistance to utilization of the employee's government-issued charge card, contact the local dispatch center or incident business personnel for assistance.
  - a. Employee will decline the following:
    - i. Any and all insurance coverage options
    - ii. Prepayment of fuel upon return of the vehicle
6. The employee responsible for the vehicle is required to perform a pre-use inspection of the rental vehicle according to the rental company's procedures/forms. Physical inspection shall include the body, undercarriage and roof of the vehicle. Any existing or questionable pre-existing damage should be documented with photos (camera or phone) and discussion/documentation with the rental car lot agent. Ensure that pictures reflect the damage in terms of size and depth.
7. A copy of the commercial rental agreement should remain in the glove box of the vehicle at all times until vehicle is returned to vendor.
  - a. In the event the renter is reassigned to an additional incident prior to returning the vehicle to the vendor, the resource order for the new incident (specifying that a rental car is authorized) should be kept with the original documentation until vehicle is returned to vendor.
8. All vehicles shall be returned in the condition received (**fueled and clean**). If this is not possible, it is the employee's responsibility to contact a local representative to assist in the re-fueling and/or cleaning of the vehicle. The employee responsible for the vehicle is required to perform a post-use inspection of the rental vehicle according to the rental company's procedures/forms. Physical inspection should include the body, undercarriage and roof of the vehicle. All damage should be documented with photos (camera or phone). Ensure that pictures reflect the damage in terms of size and depth. See DAMAGES below.
9. Vehicles dropped off at a location other than where rented will require a cost comparison in order to document that the additional drop off fee was warranted. The cost comparison shall become part of the employee's travel claim.
10. Employee will obtain a final invoice from the rental car company. Documentation contained in the glove box should be retained for employee charge card statement reconciliation.

### DAMAGES

Claims and damages will be settled by the employee's servicing contracting officer at their home unit and should not be billed to the government-issued charge card. The employee is responsible for completion of the appropriate forms and photos of damage. The OF-289, Property Loss or Damage Report or SF-91, Motor Vehicle Accident Report and SF-94, Statement of Witness shall be completed. Forms and other documentation (photos, etc.) shall be submitted to the employee's incident business or administrative point of contact, who will forward the paperwork to the agency payment contact where the vehicle

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was rented. The agency payment contact will coordinate with the servicing contracting officer for claims settlement. See Page 12 for a list of agency payment contacts. If the damage occurred at the incident, the incident finance section shall retain a copy of the paperwork with a notation on disposition of the original paperwork. The claim should not be settled by incident personnel. Employees are responsible for notifying their home unit supervisor of the damage. Refer to the Interagency Incident Business Management Handbook (chapters 30 and 70) for specific information. The servicing contracting officer will forward a copy of all documentation and claim adjudication results to the employee's home unit. Accountability for damages will be determined by the home unit.

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## EMPLOYEE WITHOUT A GOVERNMENT-ISSUED CHARGE CARD

Orders for vehicles under this category, utilizing this BPA, shall only be placed by dispatch, buying team members, or other authorized officials. Employees without charge cards are NOT authorized to order vehicles for themselves.

### Procedures:

1. All vehicle operators must possess a valid State-issued driver's license.
2. Resource order will be generated for the employee incident assignment, specifying in the "Special Needs" block that a rental vehicle is authorized. No large (15-passenger) vans are to be rented.
3. Dispatch or other authorized official will provide the employee with a copy of the Standard Operating Procedures and ensure the employee understands their responsibilities in regards to the rental of the vehicle.
4. Employee will be provided and complete Form A-1, Great Basin Rental Car BPA Checklist for Centrally Billed Reservations. Form A-1 shall be kept on file with the entity making the reservation (i.e., dispatch or hiring unit).
5. Dispatch or other authorized officials will reserve a rental vehicle for the employee. Vehicles can be reserved by:
  - a. Enterprise Rentals Only - Reserving online. The web link to reserve vehicles that will be centrally billed can be obtained from local dispatch or incident business personnel. Online reservation instructions can be found at: <http://gacc.nifc.gov/gbcc/business.php>.
  - b. Contacting the rental car vendor directly to make arrangements for the rental. Complete the Vehicle Rental Order Form (Form B-1) and provide via fax, email or in person to the vendor. A Vehicle Rental Order Form is **REQUIRED** before the vendor can arrange any rental unit. The Vehicle Rental Order Form (Form B-1) should specify if a 4X4 or all-wheel vehicle is required. The Vehicle Rental Order Form shall specify "Invoiced through BPA Payment Process" and the appropriate contact information provided.
6. Dispatch or other authorized official will provide the appropriate payment contact with a copy of the resource order associated with the rental and a copy of the B-1 form for those vehicles which will be centrally billed.
7. Vendor will contact the renter within 2 hours of the order to arrange delivery or pickup.
8. The employee will obtain a copy of the rental agreement. The rental agreement should contain either the customer number or the incident number and resource order number. Customer numbers can be obtained by local dispatch or incident business personnel. Renters must ensure their personal charge card has not been provided for the vehicle rental. If personnel encounter resistance to utilization of the centrally billed account, contact the local dispatch center or incident business personnel for assistance. DO NOT PROVIDE PERSONAL CHARGE CARD INFORMATION to the rental agency.
  - a. Renter will decline the following:
    - i. Any and all insurance coverage options
    - ii. Prepayment of fuel upon return of the vehicle
9. The renter responsible for the vehicle is required to perform a pre-use inspection of the rental vehicle according to the rental company's procedures/forms. Physical inspection shall include the body, undercarriage and roof of the vehicle. Any existing or questionable pre-existing damage should be documented with photos (camera or phone) and discussion/documentation with the rental car lot agent. Ensure that pictures reflect the damage in terms of size and depth.
10. A copy of the commercial rental agreement should remain in the glove box of the vehicle at all times until vehicle is returned to vendor.
  - a. In the event the renter is reassigned to an additional incident prior to returning the vehicle to the vendor, the resource order for the new incident (specifying that a rental car is authorized) should be kept with the original documentation.
11. At the end of the incident, unless otherwise approved, vehicles shall be returned to point of pickup in condition in which it was received (**fueled and clean**). If this is not possible, it is the renter's responsibility to contact a local representative to assist in the re-fueling and/or cleaning of the vehicle. The employee responsible for the vehicle is required to perform a post-use inspection of the rental vehicle according to the rental company's procedures/forms. Physical inspection should include the body, undercarriage and roof of the vehicle. All damage should be documented with photos (camera or phone). Ensure that pictures reflect the damage in terms of size and depth. See DAMAGES below.

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12. Vehicles dropped off at a location other than where rented will require a cost comparison in order to document that the additional drop off fee was warranted. Cost comparisons shall be turned in to the hiring official, who will forward the cost comparison to the agency payment contact for payment documentation. See Page 12 for a list of agency payment contacts.
13. The vendor will invoice through the BPA Payment Process to the contact listed on the Vehicle Rental Order Form.

### **DAMAGES**

Claims and damages will be settled by the servicing contracting officer of the payment agency who rented the vehicle and should not be billed to the renter's charge card. The individual assigned to the vehicle is responsible for completion of the appropriate forms and photos of damage. The OF-289, Property Loss or Damage Report or SF-91, Motor Vehicle Accident Report and SF-94, Statement of Witness shall be completed. The renter shall submit forms/photos/documentation directly to their hiring unit incident business or administrative point of contact, who will forward the paperwork to the agency payment contact where the vehicle was rented. The agency payment contact will coordinate with the servicing contracting officer for claims settlement. See Page 12 for a list of agency payment contacts. If the damage occurred at the incident, the incident finance section shall retain a copy of the paperwork with a notation on disposition of the original paperwork. The claim should not be settled by incident personnel. Employees are responsible for notifying their home unit supervisor of the damage. Refer to the Interagency Incident Business Management Handbook (chapters 30 and 70) for specific information. The servicing contracting officer will forward a copy of all documentation and claim adjudication results to the employee's home unit. The individual may be contacted to assist in the processing of the claim for damages. If any negligence is determined, the individual may be held financially accountable for a portion of the claim. This will be determined by the individual's hiring unit.

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## INCIDENT POOL VEHICLES (TRANSPORTATION UNITS, GROUND SUPPORT)

Orders for vehicles under this category, utilizing this BPA, shall only be placed by buying team members or other authorized officials.

### Procedures:

1. All vehicle operators must possess a valid State-issued driver's license.
2. Resource orders (one per vehicle) will be generated for the vehicles by Dispatch. Resource orders will specify the type of vehicle needed (i.e., 4x4, ½-ton, sedan, etc.). Additionally, vehicle identifying information (i.e., color, license plate #, etc.) shall be entered into ROSS after the vehicle has been picked up from the rental agency. Dispatch should coordinate with those individuals picking up the vehicles to obtain this information. No large (15-passenger vans) are to be rented.
3. Dispatch or other authorized officials (i.e., buying team members) will reserve rental vehicle(s). Vehicles can be reserved by:
  - a. Enterprise Rentals Only - Reserving online.
    - i. Government-Issued Charge Card - The web link for those vehicles that will be paid with a government-issued charge card is: [http://www.enterprise.com/car\\_rental/deeplinkmap.do?bid=028&refid=GRBASIN](http://www.enterprise.com/car_rental/deeplinkmap.do?bid=028&refid=GRBASIN).
    - ii. Centrally Billed - The web link to reserve vehicles that will be centrally billed can be obtained from local dispatch or incident business personnel. Online reservation instructions can be found at: <http://gacc.nifc.gov/gbcc/business.php>.
  - b. Contacting the rental car vendor directly to make arrangements for the rental. Authorized officials will complete the Rental Vehicle Request Form (Form B-2) and provide via fax, email or in person to the vendor. The Rental Vehicle Request Form is **REQUIRED** before the vendor can arrange any rental unit. The Rental Vehicle Request Form should specify if a 4X4 vehicle is required. The Rental Vehicle Request Form shall specify "Invoiced through BPA Payment Process" and the appropriate contact information provided.

Dispatch or other authorized official will provide the receiving unit with a copy of this portion of the Standard Operating Procedures and ensure the receiving unit understands their responsibilities in regards to the rental of the vehicle(s).

4. Dispatch or other authorized official will provide the appropriate payment contact with a copy of the resource order associated with the rental and a copy of the B-2 form for those vehicles which will be centrally billed.
5. Vendor will contact the renter within 2 hours of the order to arrange delivery or pickup.
6. Personnel assigned to pick up the vehicle(s) will obtain a copy of the rental agreement. The rental agreement should contain either the customer number or the incident number and resource order number. Customer numbers can be obtained by local dispatch or incident business personnel. Personnel must ensure a personal charge card is not been provided for the vehicle rental. If personnel encounter resistance to utilization of the centrally billed account, contact the local dispatch center or incident business personnel for assistance. DO NOT PROVIDE PERSONAL CHARGE CARD INFORMATION to the rental agency.
  - a. Renter will decline the following:
    - i. Any and all insurance coverage options
    - ii. Prepayment of fuel upon return of the vehicle
7. Personnel assigned to pick up the vehicle(s) are required to perform a pre-use inspection of the rental vehicle according to the rental company's procedures/forms. Physical inspection shall include the body, undercarriage and roof of the vehicle. Any existing or questionable pre-existing damage should be documented with photos (camera or phone) and discussion/documentation with the rental car lot agent. Ensure that pictures reflect the damage in terms of size and depth. Any photos taken should be provided to the Transportation Unit or Ground Support Unit upon delivery of the vehicle.
8. A copy of the commercial rental agreement shall remain in the glove box of the vehicle at all times until vehicle is returned to vendor.
  - a. Pool vehicles shall NOT be reassigned to a new fire without approval from the incident agency AND coordination with the dispatch center who reserved the vehicle. New resource numbers shall be assigned for vehicles with approved reassignments. If the vehicle is reassigned and the rental exceeds the initial agreement with the rental agency, the rental agency shall be notified of the rental extension.
  - b. In the event the vehicle is reassigned to an additional incident prior to returning the vehicle to the vendor, the resource order for the new incident (specifying that a rental car is authorized) should be kept with the original documentation.

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9. Staff responsible for the pooled vehicles shall maintain a log of operator use and any associated damages for each vehicle on a daily basis. The logs shall be returned to the incident agency and a copy retained in the Logistics portion of the final incident package at the conclusion of the incident. Operator logs received by the incident agency shall be maintained with the request order information and shall be available if requested by the payment agency.
10. At the end of the incident, vehicles shall be returned in the condition in which they were received (**fueled and clean**) to point of rental unless other arrangements have been made. Whenever possible, vehicles should be fueled prior to leaving the incident and should be returned in a cleaned condition. If this is not possible, it is the incident's responsibility to contact a local representative to assist in the re-fueling and/or cleaning of the vehicle. Vehicle shall be returned to point of pickup. Personnel responsible for the return of the vehicles are required to perform a post-use inspection of the rental vehicle according to the rental company's procedures/forms. Physical inspection should include the body, undercarriage and roof of the vehicle. All damage should be documented with photos (camera or phone). Ensure that pictures reflect the damage in terms of size and depth. Any photos taken should be provided to the appropriate payment contact. See DAMAGES below.
11. Vehicles dropped off at a location other than where they were rented will require a cost comparison in order to document that the additional drop off fee was warranted. Cost comparisons shall be approved by the incident agency representative (i.e., IBA) and forwarded to the agency payment contact for payment documentation. See Page 12 for a list of agency payment contacts.

The vendor will invoice through the BPA Payment Process to the contact listed on the Rental Vehicle Request Form.

### **DAMAGES**

Ground Support Unit Leaders are responsible for ensuring the completion of the appropriate forms and photos of damage, as well as verification of the operator on the daily operator log. The OF-289, Property Loss or Damage Report or SF-91, Motor Vehicle Accident Report and SF-94, Statement of Witness shall be completed. Forms/photos/documentation shall be submitted to the agency payment contact where the vehicle was rented, who will coordinate with their servicing contracting officer for claims settlement. See Page 12 for a list of agency payment contacts. If the damage occurred at the incident, the incident finance section shall retain a copy of the paperwork with a notation on the disposition of the original paperwork. The claim should not be settled by incident personnel. Refer to the Interagency Incident Business Management Handbook (chapters 30 and 70) for specific information. The servicing contracting officer will forward a copy of all documentation and claim adjudication results to the vehicle operator's home unit. The Ground Support Unit Leader and/or vehicle operator may be contacted to assist in the processing of the claim for damages. If any negligence is determined, the vehicle operator may be held financially accountable for a portion of the claim.

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## INCOMING SINGLE RESOURCE ORDERS

Occasionally, single resources will fly into the Great Basin and need rental cars upon their arrival at the airport. Use the following process to reserve rental cars for this need.

1. All vehicle operators must possess a State-issued driver's license.
2. The incident agency dispatch will receive the rental card need via the sending dispatch center or ROSS. Dispatch should complete the Vehicle Rental Order Form (Form B-1) with information for those needing a rental car reservation.
3. Dispatch will forward the Vehicle Rental Order Form to the buying team or other authorized official who will be placing the order with the rental car company. No large (15-passenger) vans are to be rented.
4. Dispatch or other authorized officials (i.e., buying team members) will reserve rental vehicle(s). Vehicles can be reserved by:
  - a. Enterprise Rentals Only - Reserving online.
    - i. Government-Issued Charge Card - The web link for those vehicles that will be paid with a government-issued charge card is: [Enterprise Direct Bill](#).
    - ii. Centrally Billed - The web link to reserve vehicles that will be centrally billed can be obtained from local dispatch or incident business personnel. Online reservation instructions can be found at: <http://gacc.nifc.gov/gbcc/business.php>.
  - b. Contacting the rental car vendor directly to make arrangements for the rental. Authorized officials will complete the Vehicle Rental Order Form (Form B-1) and provide via fax, email or in person to the vendor. A Vehicle Rental Order Form is **REQUIRED** before the vendor can arrange any rental unit. The Vehicle Rental Order Form should specify if a 4X4 or all-wheel vehicle is required. The Vehicle Rental Order Form shall specify "Invoiced through BPA Payment Process" and the appropriate contact information provided for those resources listed on the spreadsheet that do not have a Government-issued charge card. The Vehicle Rental Order Form should specify "Government Employee Charge Card" those employees listed on the spreadsheet who possess a Government-issued charge card.

Dispatch or other authorized official will provide the employee with a copy of this portion of the Standard Operating Procedures and ensure the employee understands their responsibilities in regards to the rental of the vehicle.

5. Dispatch or other authorized official will provide the appropriate payment contact with a copy of the resource order associated with the rental and a copy of the B-1 form for those rentals which will be centrally billed.
6. Vendor will contact the buying team member or other authorized official within 2 hours of the order to confirm the order and vehicle pickup instructions.
7. Buying team member or other authorized official will fill in the car rental company name on the spreadsheet and return the spreadsheet to the single resource or other designated contact.
8. Single resource arrives at airport and retrieves vehicle from assigned rental car location.
  - a. Employees who are in possession of a Government-Issued charge card are to follow the procedures listed under "Employee With a Government-Issued Charge Card" and are expected to rent the vehicle with their Government-Issued Charge Card.  
Employees who do not possess a Government-Issued charge card are to follow the procedures listed under "Employee Without a Government-Issued Charge Card"

At the end of the incident, vehicles shall be returned in the condition in which they were received (**fueled and clean**) to point of rental unless other arrangements have been made. If this is not possible, it is the renter's responsibility to contact a local representative to assist in the re-fueling and/or cleaning of the vehicle. The employee responsible for the vehicle is required to perform a post-use inspection of the rental vehicle according to the rental company's procedures/forms. Physical inspection should include the body, undercarriage and roof of the vehicle. All damage should be documented with photos (camera or phone). Ensure that pictures reflect the damage in terms of size and depth. See DAMAGES below.

Vehicles dropped off at a location other than where rented will require a cost comparison in order to document that the additional drop off fee was warranted. For those vehicles that will be billed against the employee's government issued charge card, the cost comparison shall become part of the employee's travel claim. For those vehicles that will be centrally billed, the cost comparison shall be approved by the incident agency representative (i.e., IBA) and forwarded to the agency payment contact for payment documentation. See Page 12 for a list of agency payment contacts.



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For those rental vehicles that will be billed against the BPA, the vendor will invoice through the BPA Payment Process to the contact listed on the Vehicle Rental Order Form.

### **DAMAGES**

Employees With Charge Card – Claims and damages will be settled separately by the employee’s servicing contracting officer and should not be billed to the government-issued charge card. The employee is responsible for completion of the appropriate forms and photos of damage. The OF-289, Property Loss or Damage Report or SF-91, Motor Vehicle Accident Report and SF-94, Statement of Witness shall be completed. Forms and other documentation (photos, etc.) shall be submitted to the employee’s incident business or administrative point of contact, who will forward the paperwork to the agency payment contact. The agency payment contact will coordinate with the servicing contracting officer for claims settlement. See Page 12 for a list of agency payment contacts. If the damage occurred at the incident, the incident finance section shall retain a copy of the paperwork with a notation on disposition of the original paperwork. The claim should not be settled by incident personnel. Employees are responsible for notifying their home unit supervisor of the damage. Refer to the Interagency Incident Business Management Handbook (chapters 30 and 70) for specific information. The servicing contracting officer will forward a copy of all documentation and claim adjudication results to the employee’s home unit. Accountability for damages will be determined by the home unit.

Employees Without a Charge Card - Claims and damages will be settled separately by the servicing contracting officer and should not be billed to the renter’s charge card. The individual assigned to the vehicle is responsible for completion of the appropriate forms and photos of damage. The OF-289, Property Loss or Damage Report or SF-91, Motor Vehicle Accident Report and SF-94, Statement of Witness shall be completed. The renter shall submit forms/photos/documentation directly to their hiring unit incident business or administrative point of contact, who will forward the paperwork to the agency payment contact. The agency payment contact will coordinate with the servicing contracting officer for claims settlement. See Page 12 for a list of agency payment contacts. If the damage occurred at the incident, the incident finance section shall retain a copy of the paperwork with a notation on disposition of the original paperwork. The claim should not be settled by incident personnel. Employees are responsible for notifying their home unit supervisor of the damage. Refer to the Interagency Incident Business Management Handbook (chapters 30 and 70) for specific information. The servicing contracting officer will forward a copy of all documentation and claim adjudication results to the employee’s home unit. The individual may be contacted to assist in the processing of the claim for damages. If any negligence is determined, the individual may be held financially accountable for a portion of the claim. This will be determined by the individual’s hiring unit.

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## INCOMING INCIDENT MANAGEMENT TEAM ORDERS

On occasion, Incident Management Teams (IMT) will fly into the Great Basin and need rental cars upon their arrival at the airport. Use the following process to reserve rental cars for this need.

1. All vehicle operators must possess a State-issued driver's license.
  2. The incident agency dispatch will receive the IMT roster. Dispatch should submit Rental Vehicle Request Form (Form B-2) to the incoming Incident Commander (IC) or their designee. IMT designee will complete the spreadsheet with information for those needing a rental car reservation and will return the Rental Vehicle Request Form to Dispatch.
  3. Dispatch will forward the Rental Vehicle Request Form to the buying team or other authorized official who will be placing the order with the rental car company. No large (15-passenger) vans are to be rented.
  4. Dispatch or other authorized officials (i.e., buying team members) will reserve rental vehicle(s). Vehicles can be reserved by:
    - a. Enterprise Rentals Only - Reserving online.
      - i. Government-Issued Charge Card - The web link for those vehicles that will be paid with a government-issued charge card is: [Enterprise Direct Bill](#).
      - ii. Centrally Billed - The web link to reserve vehicles that will be centrally billed can be obtained from local dispatch or incident business personnel. Online reservation instructions can be found at: <http://gacc.nifc.gov/gbcc/business.php>.
    - b. Contacting the rental car vendor directly to make arrangements for the rental. Buying team members or other authorized officials will complete the Rental Vehicle Request Form (see Form B-2) and provide via fax, email or in person to the vendor. The Rental Vehicle Request Form is **REQUIRED** before the vendor can arrange any rental unit. The Rental Vehicle Request Form should specify if a 4X4 or all-wheel vehicle is required. The Rental Vehicle Request Form shall specify "Invoiced through BPA Payment Process" and the appropriate contact information provided for those resources listed on the spreadsheet that do not have a Government-issued charge card. The Rental Vehicle Request Form should specify "Government Employee Credit Card" those employees listed on the spreadsheet who possess a Government-issued charge card.
- Dispatch or other authorized official will provide the employee(s) with a copy of this portion of the Standard Operating Procedures and ensures the employee(s) understands their responsibilities in regards to the rental of the vehicle.
5. Dispatch or other authorized official will provide the appropriate payment contact with a copy of the resource order associated with the rental and a copy of the B-2 form for those rentals which will be centrally billed.
  6. Vendor will contact the buying team member or other authorized official within 2 hours of the order to confirm the order and vehicle pickup instructions.
  7. Buying team member or other authorized official will fill in the car rental company name on the spreadsheet and return the spreadsheet to the IC or other designated contact.
  8. IMT arrives at airport and retrieves vehicles from assigned rental car locations.
    - a. Employees who are in possession of a Government-Issued charge card are to follow the Procedures listed under "Employee With a Government-Issued Charge Card" and are expected to rent the vehicle with their Government-Issued Charge Card.
    - b. Employees who do not possess a Government-Issued charge card are to follow the procedures listed under "Employee Without a Government-Issued Charge Card".

At the end of the incident, vehicles shall be returned in the condition in which they were received (**fueled and clean**) to point of rental unless other arrangements have been made. If this is not possible, it is the renter's responsibility to contact a local representative to assist in the re-fueling and/or cleaning of the vehicle. The employee responsible for the vehicle is required to perform a post-use inspection of the rental vehicle according to the rental company's procedures/forms. Physical inspection should include the body, undercarriage and roof of the vehicle. All damage should be documented with photos (camera or phone). Ensure that pictures reflect the damage in terms of size and depth. See DAMAGES below.

Vehicles dropped off at a location other than where rented will require a cost comparison in order to document that the additional drop off fee was warranted. For those vehicles that will be billed against the employee's government issued charge card, the cost comparison shall become part of the employee's travel claim. For those vehicles that will be centrally billed, the cost comparison

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shall be approved by the incident agency representative (i.e., IBA) and forwarded to the agency payment contact for payment documentation. See Page 12 for a list of agency payment contacts.

For those rental vehicles that will be billed against the BPA, the vendor will invoice through the BPA Payment Process to the contact listed on the Rental Vehicle Request Form.

### **DAMAGES**

Employees With Charge Card – Claims and damages will be settled separately by the employee’s servicing contracting officer and should not be billed to the government-issued charge card. The employee is responsible for completion of the appropriate forms and photos of damage. The OF-289, Property Loss or Damage Report or SF-91, Motor Vehicle Accident Report and SF-94, Statement of Witness shall be completed. Forms and other documentation (photos, etc.) shall be submitted to the employee’s home unit incident business or administrative point of contact, who will forward the paperwork to the agency payment contact where the vehicle was rented. The agency payment contact will coordinate with the servicing contracting officer for claims settlement. See Page 12 for a list of agency payment contacts. If the damage occurred at the incident, the incident finance section shall retain a copy of the paperwork with a notation on disposition of the original paperwork. The claim should not be settled by incident personnel. Employees are responsible for notifying their home unit supervisor of the damage. Refer to the Interagency Incident Business Management Handbook (chapters 30 and 70) for specific information. The servicing contracting officer will forward a copy of all documentation and claim adjudication results to the employee’s home unit. Accountability for damages will be determined by the home unit.

Employees Without a Charge Card - Claims and damages will be settled by the servicing contracting officer of the payment agency who rented the vehicle should not be billed to the renter’s charge card. The individual assigned to the vehicle is responsible for completion of the appropriate forms and photos of damage. The OF-289, Property Loss or Damage Report or SF-91, Motor Vehicle Accident Report and SF-94, Statement of Witness shall be completed. The renter shall submit forms/photos/documentation directly to their hiring unit incident business or administrative point of contact, who will forward the paperwork to the agency payment contact where the vehicle was rented. The agency payment contact will coordinate with the servicing contracting officer for claims settlement. See Page 12 for a list of agency payment contacts. If the damage occurred at the incident, the incident finance section shall retain a copy of the paperwork with a notation on disposition of the original paperwork. The claim should not be settled by incident personnel. Employees are responsible for notifying their home unit supervisor of the damage. Refer to the Interagency Incident Business Management Handbook (chapters 30 and 70) for specific information. The servicing contracting officer will forward a copy of all documentation and claim adjudication results to the employee’s home unit. The individual may be contacted to assist in the processing of the claim for damages. If any negligence is determined, the individual may be held financially accountable for a portion of the claim. This will be determined by the individual’s hiring unit.

### **EXHIBITS –**

Form A-1 – Great Basin Rental Car BPA Checklist for Centrally Billed Reservations

Form B-1 – Vehicle Rental Order Form

Form B-2 – Rental Vehicle Request Form

# STANDARD OPERATING PROCEDURES GREAT BASIN RENTAL CAR PROGRAM

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## AGENCY PAYMENT CONTACTS

### Utah

**All Utah:** Karren Haslam (BLM)  
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