

2016 Enterprise Rental Vehicle Program  
Standard Operating Procedures

**General Expectations for Incident Rental Vehicles**

- A rental vehicle should only be acquired when the Special Needs block of a resource order specifically authorizes one. Off-road rental vehicles should be used sparingly, and must be specifically authorized. 4x4 rental authorizations will not be considered the same as off-road authorizations.
- No off-road vehicles should be rented independently from the RMA Enterprise Off-Road Vehicle BPA.
- Any employee with a government-issued travel card is expected to pay for and claim ALL travel expenses on a travel voucher, in lieu of using a direct-bill BPA option or other payment method.
- Incident rental vehicles should be treated with care. Renters will be held accountable for any damages and additional fees due to mistreatment and/or negligence.
- Renters should ALWAYS:
  - Reserve the most economical compact vehicle available, unless a larger/more expensive class is specifically authorized on the resource order;
  - Document all pre-existing damage (including photos if possible) prior to use;
  - Decline any supplemental insurance offered by the rental agency;
  - Decline to pre-pay for any part of the rental, including fuel;
  - Take prudent care to clean and refuel the vehicle prior to returning it;
  - Return the vehicle to the place of rental, unless other arrangements have been pre-approved.
- Damages incurred during incident use must be properly documented on an OF-289 or SF-91 as soon as possible. Forms, photos, and other documentation should be promptly submitted to finance/contracting staff as documentation for the claims process.
- The renter is responsible for ensuring that the appropriate paperwork is completed to transfer a vehicle to another renter. The credit card/payment method associated with a rental vehicle should ALWAYS belong to whomever is using the vehicle at that time. For pool vehicles, appropriate documentation will be the responsibility of the Ground Support Unit or fleet manager.