



# National Emergency Rental Vehicles (NERV)



## Enterprise Mobility (EM) Holdings

### Standard Operating Procedure

February 2024 Revision

#### Scope and Utilization of the NERV-EM IBPA

- This BPA ('Agreement') is intended to be utilized by personnel from the NWCG agencies which include Bureau of Indian Affairs, Bureau of Land Management, U.S. Fish & Wildlife Service, National Park Service, USDA - Forest Service, and the National Association of State Foresters. Other USDA agencies are also authorized to place orders against this BPA.
  - Current Award ([link](#))
  - Contractors (VIPR, EERA, etc.) are NOT allowed to use the NERV-EM BPA or operate the vehicles.
- The NERV-EM program is an acquisition tool for **emergency** incident rental vehicles.
  - The use of NERV-EM vehicles for known fleet shortages or non-emergency events is prohibited.
  - NERV-EM is not to be used, for example, for training, preparedness, staff rides, etc.
  - NERV-EM is currently only open to single resource's in support of RX burning on USFS land.
- Appropriate utilization of the NERV-EM IBPA
  - ANY single resource responding to an incident whose position requires a vehicle with 4x4 high ground clearance and HD tires to meet the needs of the assignment (3/4-ton and 1-ton trucks with off-road tires only).
  - ANY Single resource who is responding to an incident who needs a rental to meet the needs of the mission and is not able to obtain a vehicle (such as Administratively Determined (AD)/Casual Pay employees or new employees who do not have an agency travel card).
  - The vehicle(s) needed will be managed by a ground support, buying team, dispatch or other unit, and will be utilized by multiple resources or multiple incidents.
- The agency electronic travel system (ETS, BCD, Duluth, Concur, etc.) cannot be circumvented if the resource can use their agency travel systems to reserve (non-heavy duty) rental vehicles.
  - If the resource order says NERV approved, it doesn't mean the dispatcher should automatically use NERV-EM. The dispatcher will utilize the matrix and it is determined that NERV-EM is the proper reservation tool, then utilize NERV-EM.
  - Resource Orders often include in Special Needs, "AOV, POV, Rental, NERV-EM approved." The dispatcher has the responsibility to ensure the proper reservation platform is utilized.

#### NERV-EM Staff and Customer Service

The NERV-EM IBPA is a Forest Service Agreement administered by a Contracting Officer and their team of agency support staff. The NERV-EM team of support staff have responsibilities to the vendor(s) and to the user community but are not the vendor. The NERV-EM team is responsible for communicating with the awarded vendor(s), intake of user packages, vendor invoices, payments, claims, and staffing the NERV-EM Support Hotline (All year 0800-2000 MST). The awarded vendor(s) are responsible for reservations, edits, and cancelations. The NERV-EM Support staff can assist you with providing contact numbers, advice on appropriate utilization of the Agreement, issues with the vendor(s) and aid with accident reporting and requirements, but the NERV-EM Team is not the vendor and doesn't have access to the vendor's reservation system.

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NERV-EM Support	Vendor Support
<p><b>NERV Support Hotline:</b> 208-390-4868</p> <p><b>NERV-EM Email:</b> sm.fs.nerv@usda.gov</p>	<p><b>Additional Enterprise Support:</b> enterprisesupport-usfs@em.com</p> <p><b>Reservations</b></p> <ul style="list-style-type: none"> <li>• Enterprise Standard Reservations/Cancelations 855-266-9565</li> <li>• HD Vehicle Rental Support Reservations 844-665-4702                             <ul style="list-style-type: none"> <li>▪ (Mon - Fri 8:00 - 17:00 CST)</li> </ul> </li> </ul> <p><b>Roadside Assistance Phone Numbers</b></p> <ul style="list-style-type: none"> <li>• 1/2-ton trucks, SUV's, mini vans and sedans: 1-800-307-6666</li> <li>• HD Pick-up Trucks and Box Trucks: 1-888-736-8287 ext. 3</li> </ul>

### Drivers and Licensing

NERV-EM Vehicles are considered a Fleet Vehicle when they are being operated by our users.

- All Casual Hires must be approved to drive Agency Owned Vehicles, including NERV-EM Rentals.
- All NERV-EM users should follow their hosting agency driving policies.

### Resource Orders

The resource order is the supporting document to reconcile payment to the vendor the same as a requisition. The resource order must have a financial/job code in the top right-hand box of the IROC resource order form including the full **six-digit P-code and override code**. *Example:* P1ABCD (0191). The mobilization and demobilization dates should be as accurate as possible.

- If an incident does not have a six-digit code with override financial/job code, then ensure the resource order includes, "NERV NOT approved" in the special needs.

**If the resource order is canceled, the reservation must also be canceled.** The name entered in the reservation system needs to be the **legal name of the responsible party as listed on your Government-Issued ID**. Use the same standards for NERV-EM reservations as one would using your agency travel systems.

Do not put multiple vehicle requests on the same resource order. Utilize resource orders as follows:

#### **O# requests**

- If the request is for a single responder, the reservation needs to be made on their O-#.
- If the request is for an Overhead Group (team, module, etc.) the reservation needs to be made utilizing the subordinate to the parent's resource order number. *Example:* O-1.1

#### **E# requests**

- If the request is for pool vehicles, then the E-# must be used and the reservation needs to be made in the name of the responsible party who will be available throughout the duration of the incident. This can be the Ground Support Unit leader, Center Manager, etc.
- If the request is for an Equipment order that is rostered (Engine, Dozer Operator) the reservation needs to be made for the person who will be responsible for ensuring the documentation will be submitted to NERV-EM. This should be reserved utilizing the subordinate to the parent's resource order number. *Example - E-1.1*

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### C# requests

- The reservation needs to be made for the person who will be responsible for ensuring the documentation will be submitted to NERV-EM. This should be reserved utilizing the subordinate to the parent’s resource order number. *Example – C-1.1*

### A# requests

- The reservation needs to be made for the person who will be responsible for ensuring the documentation will be submitted to NERV-EM. This should be reserved utilizing the subordinate to the parent’s resource order number. *Example – A-1.1*

If employees are authorized for a NERV-EM rental vehicle on the resource order, please follow the ordering process as described in this matrix.

Resource Type	Vehicle Type	Source of Supply	Who Places the Order	Resource Request Number	Payment Processing
Ground Support / Mobilization Center “pool” vehicles (vehicles ordered at time of need and managed by ground support, dispatch, buying team, or local district and used no more than 120 days)	Heavy-duty (HD) 4x4 SUVs & Pickups Cargo vans Box vans Stake-side-trucks	NERV-EM	Dispatch	“E” number with appropriate documentation (one “E” number per vehicle)	Payment sheet (filled out in completion) Submitted <b>Every 30 days</b> . Rental agreement (from Enterprise) Inspection sheet Resource order (each assignment/user)  Damage/claims w/complete Information Photos Agency-specific forms (signed)
Overhead with Agency Travel Card	Heavy-duty (HD) pickups (3/4-ton and 1-ton).	NERV-EM	Dispatch	Documentation on “O/C/E/A” number as “ <b>Rental Vehicle Authorized</b> ”	Payment sheet (filled out in completion) Submitted <b>Every 30 days</b> . Rental agreement (from Enterprise) Inspection sheet Resource order (each assignment/user) Damage/claims w/complete information Photos Agency-specific forms (signed)
Overhead with Agency Travel Card	Follow the Federal Travel Regulations.	Agency ETS, BCD, Duluth, Concur, etc. (NOT NERV-EM)	Dispatch or overhead personnel through ETS, BCD, Duluth, Concur, etc.	Documentation on “O” number as “ <b>Rental Vehicle Authorized</b> ”	Agency travel charge card
AD/Casual Hire/New Employees without Agency Travel Card	Follow the Federal Travel Regulations. Appropriate/approved vehicle for the assignment.	NERV-EM	Dispatch	Documentation on “O” number as “ <b>Rental Vehicle Authorized</b> ”	Payment sheet (filled out in completion) Rental agreement (from Enterprise) Inspection sheet Resource order (each assignment/user)  Damage/claims w/complete information Photos Agency-specific forms (signed)
Season-long rental (SLR)	4x4 SUVs & Pickups Mini vans Cargo vans Box vans Stake-side-trucks	Agency fleet (holdover, etc.) GSA Short-Term Rental		“E” number with appropriate documentation (one “E” number per vehicle)	No longer available through NERV-EM

\*In the case of team/group mobilization where Special Needs include multiple approved travel options (POV/AOV/Rental), it is the responsibility of the sending and receiving dispatcher/dispatch center to ensure vehicle approvals follow Federal Travel Regulations and are the appropriate vehicle for the mission.

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### NERV-EM Payment Cover Sheet - Requirements:

- EVERY vehicle must have a Payment Cover Sheet, and all associated documents tracked by the responsible party to NERV-EM once the vehicle is returned to Enterprise or **every 30 calendar days**.
- Single resource (overhead): That person is responsible for tracking and submitting the NERV-EM Payment cover sheet when they return the vehicle to Enterprise **or every 30 calendar days** and when they return the vehicle to Enterprise.
- Ground support: It is the responsibility of that team to ensure the vehicle is tracked and the NERV-EM Payment Cover sheet is submitted to NERV-EM when the vehicle has been returned to Enterprise, **or every 30 calendar days**.

Dispatch Center, Buying Team, or any other pool type location: It is the responsibility of that location or group to ensure the Payment Cover Sheet is submitted to NERV-EM once the vehicle is returned to Enterprise, or **every 30 calendar days**.

### NERV-EM Package – Requirements and Submission

NERV-EM packages are a financial document utilized by the NERV-EM team to make payments to the vendor. Accurate tracking of assignments and reassignments is critical to ensure fiscal responsibility and reporting of costs to the incident. If NERV-EM Package is not received, then the cost will be charged to the incident the NERV-EM was ordered on. The resource order must have a financial/job code in the top right-hand box of the IROC resource order form including the **full P-code and override code**. If the assignment exceeds 30 calendar days, ensure the responsible party submits a NERV-EM package **every 30 calendar days**.

The list of required associated documents that must be submitted is provided on the bottom left corner of the Payment Cover Sheet. The complete package will include: the following:

- Completed Payment Cover Sheet.
- A copy of the original order used to rent the vehicle **and** each resource order the responder and/or vehicle was assigned to.
  - If the vehicle was initially ordered on a support incident, ensure the initial resource order is provided to the responder, that they must document it as the first assignment on the Cover Sheet and they must include it in the NERV-EM package when they submit it at the end of their assignment.
- The Commercial Rental agreement (provided by Enterprise when the vehicle is picked up or delivered).
- A copy of all inspections by the responder or Ground Support. (If applicable - not required).
- A copy of all damage or accident documentation if the vehicle sustained any damage.
- Dispatch and Ground Support only - dispatch Vehicle log for equipment reserved vehicles which had a transfer.

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- Instructions for submitting the NERV-EM Payment Cover Sheet are provided at the top left corner of the sheet.
  - All appropriate documentation **combined and scanned as one PDF file.**
  - Scan/Save the PDF using this naming convention: (AB-CDE-000000\_O-1-Plate#)
  - Email the PDF to NERV-EM: [sm.fs.nerv@usda.gov](mailto:sm.fs.nerv@usda.gov)
  - A NERV-EM team member will respond to the email to inform you it was received.
  - If the package is not complete or if additional information is needed, a NERV-EM team member will email requesting any missing documentation.
  - Package must be submitted in accordance with Federal Travel Regulations (FTR) of five (5) working days after completion of assignment of NERV-EM being returned to Enterprise, or every 30 days if still on assignment and still in use.

### Incident Reassignment

Any responder with a NERV-EM vehicle mobilizing to an additional assignment, after the initial request, will have the “rental vehicle authorized.” documented on the new resource order along with the vehicle information. All reassignments will be tracked on the NERV-EM coversheet. Ensure all resource orders are kept for submission in the final package.

- If the vehicle was initially ordered on a support incident, ensure the initial Resource Order is provided to the responder, that they must document it as the first assignment on the Cover Sheet, and they must include it in the NERV-EM package when they submit it at the end of their assignment. If the assignment exceeds 30 calendar days, ensure they know payment package must be submitted **every 30 calendar days.**

### Transferring Vehicles

- O, A, C requests. **No.** Person-to-person vehicle transfers are prohibited and must be returned to rental provider.
- E dot numbers (E-1.1). **No.** Person-to-person vehicle transfers are prohibited and must be returned to rental provider.
- Equipment (E) pool vehicles. **Yes,** by ground support or dispatch only. Ground support and dispatch centers are the only facilitators of a vehicle transfer. Only HD vehicles are eligible for transfer. Ground support and dispatch centers reserve the right not to facilitate transfers. E pool vehicles should only be transferred to another E-number. For example, from the Smokey Fire E-1 to Woodsy Fire E-3.
  - The responder can go from incident to incident, but once the responder to whom the vehicle was transferred to has “returned from assignment,” the vehicle must be returned. The vehicle will not be retained for use at the home unit.
    - \* A cost analysis should be calculated to meet the best cost to government including wages, per diem, drop off fees, etc.
  - Facilitating the transfer, Ground Support or Dispatch will:
    1. Document the transfer on the NERV-EM Cover Sheet and the Dispatch Rental Vehicle Log.
    2. Copy the **NERV-EM Package** and retain a copy at dispatch and/or ground support:
      - a. The NERV-EM **Cover Sheet**, the **Resource Order(s)**, a copy of the **Commercial Rental Agreement**, and all other documents pertaining to the rental such as **pre-/post-inspection sheet or damage/accident forms (if applicable).**
      - b. All documents must be in PDF format and combined into one file with the correct naming convention (AB-CDE-000000\_O-1-Plate#) and emailed to your host dispatch and the NERV-EM program at [sm.fs.nerv@usda.gov](mailto:sm.fs.nerv@usda.gov)

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3. Give a complete copy of the NERV-EM Package to the new traveler. The new traveler will continue to update the Cover Sheet with new Incident information and add new Resource Orders to the Package.
  - a. Remind the new traveler to email the completed NERV-EM Package to the NERV-EM once the vehicle has been returned to Enterprise.

### **Fueling and Rental Returns**

- Fleet/WEX cards are not to be used on NERV-EM rental vehicles.
- If you are in travel status you will purchase fuel with your travel card and will have to claim the fuel on the travel voucher.
- If you are NOT in travel status, please request an S# and purchase the fuel with a purchase card if you have one or request assistance from a local government purchase card holder.
- If you are fueling NERV-EM vehicles that are not assigned to you (ground support, FSCs, pool vehicles, etc.) please request an S# and purchase the fuel with a purchase card.
- Vehicles must be returned with a full tank of fuel. Please be aware, NERV-EM users are required to refuel prior to returning the vehicle to the Enterprise drop-off location. You may be invoiced separately if returned without a full tank of fuel.
- Ensure the fuel tank is full and the vehicle is clear of all personal belongings (including trash) prior to return.
- Ensure that you know the fuel type (i.e. Gas vs Diesel). [Please click here for the difference in Fuel Types.](#)

### **Damage/Claims**

If any damages/claims occur during use, follow your agency's procedures, include photos of the damage, complete all appropriate agency forms (e.g., SF-91, SF-94), and any police report. Additionally, ensure that your home unit supervisor, incident unit supervisor, and home dispatch center are notified in the event they are contacted for follow-up information. All documents will be included in the NERV-EM Package and submitted to the NERV-EM email: [sm.fs.nerv@usda.gov](mailto:sm.fs.nerv@usda.gov)

### **Accidents**

#### **Non-Third-Party accidents**

- Please document any accidents or damage and submit that information with the NERV-EM Package.

#### **Accidents involving a third party.**

- Call NERV Support immediately 208-390-4868
- When a NERV-EM user may be at fault for accidents involving third parties, it is incumbent upon the user to contact their agency as it is the user's agency who is responsible for providing insurance coverage for the user against third party claims of injury/damage.
- If you receive a claim form from Enterprise, please forward it to the [sm.fs.nerv@usda.gov](mailto:sm.fs.nerv@usda.gov).
- If the vehicle is inoperable, please contact the rental location immediately.
  - For Standard rental roadside assistance call: 1-800-307-6666
  - For HD trucks and box trucks rental roadside assistance call: 1-888-736-8287 ext. 3

## **Frequently Asked Questions**

### **How are vehicles acquired through NERV-EM Paid for?**

You will not pay for your NERV-EM rental. The NERV-EM program will be billed and process all payments. If you are requested to provide a credit card at any time, you've either did not reserve the vehicle correctly or that local Enterprise is not on par with how the NERV-EM Program works. If you need any assistance, call NERV Support at 208-390-4868.

### **Can I take my NERV-EM vehicle home or keep it over R&R?**

You **cannot** take your NERV-EM vehicle home. NERV-EM vehicles are government vehicles. Responders must follow the same approval process for fleet vehicles as though the NERV-EM vehicle were a regular agency vehicle. NERV-EM vehicles should not be held in reserve over R&R. In the case the responder must pick up the vehicle in advance, the vehicle must be parked on a government facility and secured.

### **Can I take my vehicle off-road?**

Only take the vehicle in areas or terrain that the vehicle is designed for.

### **What is the difference between an HD Truck and a Truck?**

- A truck is generally a ½ ton truck (F150 or 1500) and is available at most locations including airports. They can be instantly reserved through our standard reservation option; they have standard vehicle tires. Some ½ ton trucks do not necessarily have 4WD. If 4WD is required, then use the HD/Pool Vehicle Request procedures requesting that a 4X4 is needed in the request.
- An HD truck is a ¾-1 ton truck (F250, F350 or 2500, 3500) with off-road coverage and off-road approved tires, the reservation process for these vehicles is different and requires a call back from Enterprise to make pickup or delivery arrangements. The operating hours for the truck locations are limited.

### **Can I rent a 2-Door Coupe (i.e. Mustang, Challenger, Camaro etc.), convertible (i.e. Mustang, Camaro etc.) or Luxury Car (i.e. Alfa Romeo, BMW, Mercedes Benz etc.)?**

No. In some cases they might be the same price or Enterprise might offer it up, however, you must decline and rent what was approved on the reservation. This requirement is monitored daily and the operator will receive a call to return the rental! If this is the only vehicle available at the time of reserving, then please contact the NERV Support at 208-390-4868.

### **I put in a request for a standard vehicle, and I have not received a confirmation?**

- You will receive an instant email confirmation when you reserve the vehicle.
- You should receive a follow up call or email. This will be sent to the email address you provide when you put in the request. Please verify with the responder if they have been contacted before reaching out further.
- Call the Enterprise Reservations/Cancelations support line if further assistance is needed: 855-266-9565
  - Phone prompts will be first "No" then "Yes."

### **I put in a request for an HD truck, and I have not received a call back, what do I need to do?**

- You will receive an instant email confirmation when you reserve the vehicle.
- The truck depots have two (2) hours to respond to the requester with a reservation number during business hours.
- We have requested that Enterprise contact both the requester AND the driver, so please verify with one another that neither have been contacted before reaching out further.

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- Call the HD Vehicle Rental Support Reservations support line for further assistance: 844-665-4702 (Mon - Fri 8:00 - 17:00 CST)
- Keep in mind that truck location operating hours are limited and may not be available after hours or weekends. You will still receive a call that the request was received and when/where it will be available (this applies to HD pickups ONLY and not 4x4 premium trucks).

### **I need an HD truck, but it will not be available at the time that I need it, what can I do?**

- Most of the HD trucks are at an “off-site” truck rental location which generally have different operating hours than a regular or airport branch. ([Link: Truck Locations and Hours](#))
- You MUST wait for a call back to arrange pick up or delivery.
- HD pickups will not always be available for evening or weekend pick up. This is not specific to the NERV-EM program, we have no control over Enterprise operations including their designated operating hours.
- The dispatch center, responder and requesting incident can evaluate the date and time needed to facilitate the ability to get a vehicle during business hours or other transportation options.

### **I need a 4x4 vehicle, but I do not see any available, what should I do?**

- You can reserve a 4x4 vehicle under the standard vehicle reservation option. You do not need to use the HD truck reservation process for these vehicles.
- The Enterprise website does not explicitly state “4x4” or “4-wheel drive” for the vehicle type when you are choosing the vehicle, but they are available.
- You will want to reserve a truck or large SUV and notify the representative upon reservation confirmation that it needs to be 4x4.

### **How do I cancel a reservation?**

- For standard vehicles, Dispatchers can go back into the Live Reservation Site, navigate to the Reserve a Vehicle page, and next to the Reserve a Vehicle header, there is a hyperlink, “View/Modify/Cancel Reservation” that you can click on if you have the confirmation Number and First/Last name of the responder and change or cancel the reservation.
  - If you don’t have the responder’s information, for standard rentals you can call Enterprise Reservations/Cancelations at 855-266-9565.
- Please contact the rental location indicated on the confirmation to cancel the reservation.
  - If you don’t have that information, for HD rental cancelations you can call the HD Vehicle Rental Support Reservations at 844-665-4702 (Mon - Fri 8:00 - 17:00 CST)
- Ground support vehicles, Pool vehicles, multiple vehicles, etc. please contact the Enterprise representative that coordinated the pickup/delivery of the vehicle/s to cancel the order. If you have not received a call back, you can cancel when you are called.
- For an HD pickup order that is no longer needed, please contact the Enterprise representative that coordinated the pickup/delivery of the truck to cancel the order, or if you have not received a call back, you can cancel when you are called.

### **Can I pull a trailer with my rental vehicle?**

Yes, if your rental vehicle has the capacity to pull a trailer. You must request a tow package when you reserve your vehicle. Operators must be license per agency policy to tow a trailer.



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### **How do I extend my rental?**

You are not required to extend the rental through Enterprise. You **cannot** keep a NERV-EM or extend the rental beyond 120-days. **The vehicle must be returned.** If you get a call from Enterprise requesting you to extend the rental, remind them it is rented under the NERV-EM Agreement, and no extension is necessary. If you do call to extend your rental and Enterprise requests that you return the vehicle, remind them it is rented under the NERV-EM Agreement, and this was a courtesy call. If you have a vehicle out longer than 30 calendar days, you will need to send an interim payment package to NERV-EM. All rentals are invoiced every 30 calendar days and NERV-EM must have your documentation to process the payment.

### **Is there an age requirement for the driver?**

Contact the Enterprise location where the reservation will be picked up to verify. There may be additional restrictions in some states per the state laws or license requirements.

Minimum age requirement per the BPA is restricted to government employees who are properly licensed individuals. Age restrictions apply to certain classes as provided below:

- 21 for large SUV's, Luxury, Premium Cars, Stake Bed, and Box/Cutaway Trucks
- 18 for all vehicles unless noted otherwise.
- Minimum driver age for Large Vans is 25
- See NERV-EM BPA for 12 to 15 Passenger Van Requirements.

### **Can we use NERV-EM in Canada?**

Vehicles reserved on the NERV-EM billing code are not allowed to be reserved for pick up in Canada, in addition, they also are prohibited from being reserved in the US and driven to Canada even when returning to the US.

### **Who pays for Toll Fees and Citations?**

The single resource who rented the vehicle is responsible for paying the tolls, fees and citations and will have to follow their travel requirements for re-imbusement. The incident is responsible for paying tolls, fees, and citations of pool vehicles.

### **What if I get a flat tire and need the tire repaired or replaced?**

It is the host incidents responsibility to have the tire replaced. Do not put the cost on a travel card. You will need to request an S# and pay with a purchase card. The host incident is responsible for the cost.

If tire repair/replacement is not an option at the incident, contact Enterprise for an auto/tire retail establishment affiliated with Enterprise. An auto/tire retail establishment affiliated with Enterprise will replace the tire and bill NERV-EM for the tire.

If it is an emergency, and you are stranded, or are no longer on the incident (traveling home, etc.), please contact Enterprise and they will coordinate a tow or replacement vehicle as necessary.

### **What if my vehicle breaks down, my check engine light comes on, or I need an oil change?**

- Call the Enterprise phone number on the Rental Agreement and they will arrange to have the vehicle serviced or tow the vehicle and replace it. Enterprise will cover the cost for repairs and servicing.
- Do not take the vehicle to a mechanic or repair facility unless authorized by Enterprise.

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### **What if the vehicle is swapped out with a new vehicle?**

- If vehicles are swapped out and the rental agreement number **does not change**, provide notes on the cover sheet, and continue using the same resource order and payment cover sheet.
- If vehicles are swapped out and **a new rental agreement number** is issued, the rental is finalized, and the responder must send the payment cover sheet and associated documents to NERV-EM for the original reservation. Moving forward a new payment cover sheet will be needed and package will be needed.

### **Returning Vehicles: Do they have to be returned to the same location they were picked up?**

Yes, vehicles should be returned to the location they were picked up from. In the case there is a special circumstance as to why the vehicle cannot be returned to the original location, a cost analysis will be calculated including the renters M&IE, wages, drop-off fees, fuel, etc. Standard vehicles are charged \$1 per mile from pickup to drop location. HD vehicles are charged \$1 per mile from pickup to drop location. Reference the Agreement for additional daily fees for your cost analysis. If you rent a larger vehicle, please verify drop off availability as some airport locations have restrictions on the size of vehicle they can accept. General rule is standard vehicle to Enterprise Locations and HD Vehicle to Enterprise Truck Locations. Remember there are fewer Enterprise Truck Locations and they tend to be in bigger areas. See link for Truck Locations. [HD TRUCK LOCATIONS](#)