

# ⇒ Rental Vehicles – Incident Assignments FAQs

## General Incident Support

### What contract instruments are available for renting vehicles for incidents?

There are several contract instruments in place for the rental of vehicles on incidents:

1. Defense Travel Management Office (DTMO) U.S. Government Rental Car Agreement used for temporary duty travel (TDY).
2. U.S. General Services Administration (GSA) rental programs.
3. National Emergency Rental Vehicle (NERV) program.
  - a. Contract with Enterprise Rent-A-Car managed by the United States Forest Service (USFS) and available for use by federal and state entities.

### What GSA programs are available for incident rental vehicles?

U.S. General Services Administration (GSA) has two programs for agencies to supplement their vehicle fleet:

1. Rental Supplemental Vehicle Program (RSVP).
2. Short-Term Rental (STR) program.

### What types of vehicles are available in the U.S. General Services Administration and Defense Travel Management Office programs?

Pickup trucks, sport utility vehicles (SUVs), box vans, and sedans are on the schedule; however, not all vendors offer these vehicle types. Check the pricelist of each vendor.

### What types of vehicles are available under the NERV program?

For agency employees, only ¾-ton and 1-ton pickups with heavy-duty tires will be rented through National Emergency Rental Vehicle (NERV). Any vehicles outside of those requirements must be rented through the employee's agency Electronic Travel System (ETS) and paid with a travel card. For Administratively Determined Employees (ADs), all rental vehicles must fall under the requirements of the Federal Travel Regulations (FTRs). For example, economy vehicles only. If an AD employee needs a pickup truck with heavy-duty tires to meet position requirements, that vehicle can be rented through the NERV program.

### Where can I find information on the rental vehicle programs?

- [RSVP \(Rental Supplemental Vehicle Program\)](#)
- [STR \(Short-Term Rental\)](#)
- [DTMO \(Defense Travel Management Office\)](#)
- NERV (National Emergency Rental Vehicle)
  - [IBC Memo 21-01, NERV Program Update](#)
  - [NERV Standard Operating Procedure](#)
  - [NERV Traveler Rental Vehicle Checklist](#)
  - [NERV Payment Cover Sheet](#)

### What are some of the unique features of each program?

#### Rental Supplemental Vehicle Program (RSVP)

1. Payment may be made by purchase card.
2. The cardholder calls the vendors to obtain quotes and selects the vendor.

3. A fuel card is not provided for RSVP vehicles.

## Short-Term Rental (STR)

1. Vehicles are billed through U.S. General Services Administration (GSA) fleet billing.
2. A Billing Office Address Code (BOAC) is needed to order vehicles and for billing purposes.
3. Once the call is made to the program office at 866-886-1232 or an email is sent to: [gsa\\_rental@gsa.gov](mailto:gsa_rental@gsa.gov), or a request is made online through the [STR website](#), they will obtain quotes for the unit. The program office will deliver quotes for the requesting unit to select a vendor. GSA will coordinate the order with the vendor.
4. A fuel credit card can be obtained for each vehicle and the fuel will be billed through the fleet billing.

## National Emergency Rental Vehicle (NERV) Program

1. Vehicles are requested through the dispatch center.
2. The resource order must state: Rental Vehicle Authorized.
3. Payments are made through the NERV program.
4. Users must complete the Traveler Rental Vehicle Checklist and Payment Cover Sheet, as well as reviewing the NERV Q&A.

### **Can vehicles rented through the U.S. General Services Administration programs be driven off-road?**

Yes, however the rental company must agree in writing at the time of the rental to the vehicle being driven off-road. Off-road is defined as driving a vehicle off a federal, State, or professionally maintained road system and not just off pavement; many dirt or gravel roads are maintained by a county or other entity.

### **How long can the U.S. General Services Administration and Defense Travel Management Office vehicles be kept?**

Both programs are designed to supplement the agency's fleet for up to 60 days. A return date will need to be given to the vendor at the time the quote is obtained. You will need to inform the company if the original timeline will be exceeded.

### **What is the cost of the vehicles?**

Prices are found on the vendor's pricelist in the terms and conditions on the [GSA Advantage website](#). The prices are ceiling prices, the highest charge for that type of vehicle. The vendor may give lower pricing, depending on the quantity and length of rental. For vehicles rented through National Emergency Rental Vehicle (NERV), approximate prices can be obtained by contacting the NERV program.

### **Are the charges on the GSA programs the same as the DTMO vehicle rental contract for temporary duty travel?**

No, the Defense Travel Management Office (DTMO) contract will charge a Government Administrative Rate Supplement (GARS) rate of \$5 per day to cover damage. The U.S. General Services Administration (GSA) programs will not charge this fee. Other fees, such as airport fees (if rented from an airport facility), will apply on both contracts. Rates can differ between the contracts.

### **Who settles claims for vehicle damage?**

The cardholder will settle claims for a vehicle that sustains damage if the vehicle was rented through the RSVP program. For vehicles rented through the STR program, a Contracting Officer will need to be involved. For National Emergency Rental Vehicle (NERV) vehicles, the renter will follow their agency's procedures, the claim, and all supporting documents that need to be submitted to the NERV program.

### **Can personal credit cards be used to rent vehicles through the U.S. General Services Administration Programs?**

No, only government-issued purchase cards or purchase orders can be used for payment.

### **Can personal credit cards be used to rent vehicles through the DTMO temporary duty travel agreement?**

Personal credit cards can be used to rent vehicles on the Defense Travel Management Office (DTMO) agreement if the rental car is authorized in advance and noted on the resource order. However, if the renter has a government-issued travel card, it is the mandatory payment method required under this agreement.

### **If a personal credit card is used to rent through the Defense Travel Management Office agreement, will the individual be liable for damages?**

No if the vehicle was being utilized under the terms of the agreement and within the scope of employment.

### **Can personal credit cards be used to rental vehicles under the NERV program?**

No, rentals through National Emergency Rental Vehicle (NERV) are paid through the NERV program.

## Administratively Determined Employees (ADs) and Rental Vehicles

### **How can ADs rent vehicles?**

1. The vehicle is provided to the AD by the hiring unit or the incident through the U.S. General Services Administration (GSA) program and a warranted procurement official.
2. The vehicle is provided by the ordering unit through a geographic area agreement.
3. The vehicle is rented by the AD through the Defense Travel Management Office (DTMO) temporary duty travel agreement using their personal credit card. The cost of the rental vehicle will be reimbursed to the AD through the government travel voucher process.
4. The vehicle is reserved by dispatch for the AD through the National Emergency Rental Vehicle (NERV) program.

If the AD employee will not be taking the vehicle off-road, the vehicle can be reserved using the TDY contract through the ETS and paid for with a personal credit card by the AD employee. If the AD is not self-sufficient, the vehicle can be reserved by dispatch through NERV.

If the AD employee **will** be taking the vehicle off-road, the vehicle can be reserved by dispatch through NERV.

**Under all rental programs, AD employees must follow the Federal Travel Regulations (FTRs) when renting a vehicle.**