

## **NERV General QUESTIONS & ANSWERS**

### **Who can use NERV?**

- This BPA 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.
- Contractors (VIPR, EERA, etc.) are NOT allowed to use the NERV BPA or operate the vehicles.

### **When can a NERV Vehicle be used?**

- ANY single resource responding to an incident who's 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 e-rated or 10-ply tires only).
- ANY Single resource that is responding to an incident who needs a rental to meet the needs of the mission and is NOT self sufficient or able to procure a vehicle (such as Administratively Determined or Casual Pay employees who do not have and 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.

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

- **Do we have to have one for each vehicle?**
  - o YES - EVERY vehicle must have a Payment Cover Sheet, a Traveler Rental Vehicle Checklist and all associated documents tracked by the responsible party.
- **Who is responsible for submitting the NERV Payment Cover Sheet to NERV?**
  - o If the vehicle is ordered and assigned to a single resource (overhead) that person is responsible for tracking and submitting the NERV Payment cover sheet once they return the vehicle to Enterprise.
  - o If the vehicle is assigned to a ground support of an Incident Management Team it is the responsibility of that team to ensure the vehicle is tracked and the NERV Payment Cover sheet is submitted to NERV when the vehicle has been returned to Enterprise, or every 30 days.
  - o If the vehicle is assigned to a Dispatch Center, District office, 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 once the vehicle is returned to Enterprise, or every 30 days.
- **What do we have to provide when submitting the NERV Payment Cover Sheet?**
  - o The list of required associated documents that must be submitted is provided on the bottom left corner of the sheet which includes the following:
    - Completed Payment Cover Sheet.
    - Traveler Rental Vehicle Checklist.
    - A copy of each resource order the vehicle was assigned to.
    - The Commercial Rental Agreement (provided by Enterprise when the vehicle is picked up or delivered).
    - A copy of all inspections from Ground Support. (if inspection was done - not required).
    - A copy of all damage or accident documentation if the vehicle sustained any damage.
- **How/Where do we submit the NERV Payment Cover Sheet?**
  - o Instructions for submitting the NERV Payment Cover Sheet are provided at the top left corner of the sheet.
    - A NERV employee will respond to the email to inform you it was received or if additional information is needed.

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

- No, vehicles may be returned to most Enterprise location within the US (drop fees may apply - see Awarded BPA for cost).
- 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.

**Can we use NERV in Canada?**

- All vehicles must be reserved and picked up in the US.
- You may operate a NERV vehicle in Canada, but it must be returned within the US.

**How do I cancel a reservation?**

- Please contact the rental location indicated on the confirmation to cancel the reservation.
- 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-or if you have not received a call back yet, 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.

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

- Minimum age requirement per Enterprise is 21 years old.
- 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.

**How to pay for fuel?**

- 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 purchasing agent who does.
- If you are fueling NERV 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 or it will be charged to the renter.

**How do I extend my rental?**

- You may keep your NERV rental for a maximum of 120 days, you are not required to extend the rental through Enterprise. If you get a call from Enterprise requesting you to extend the rental remind them it is rented under the NERV agreement and no extension is necessary.
- If you have a vehicle out longer than 30 days you will need to send an interim payment package to the NERV. All rentals are invoiced every 30 days and NERV must have your documentation to process the payment.

**Finance - How do we track cost for vehicles acquired through NERV?**

- Cost varies for all vehicle types on the NERV BPA, with this in mind, an average of \$100 per day for each vehicle assigned can be used to estimate.
- We recommend referencing the dispatch fill report to take a count of the vehicles assigned to your incident (tab provided at the top of this site).
- For each vehicle assigned use an average of \$100 per day in cost
- All invoices for NERV are billed and paid through the NERV team.
- If the host agencies need actual cost due to a cost share or any other reason, the host agency can request this from the NERV Contract Coordinator. This cost is not available in real time as all invoices must be paid and reallocated before the final cost is available.

**Can my vehicle be reassigned to someone else?**

- Yes, by Dispatch only.

**How are Vehicles acquired through NERV Paid for?**

- You will not pay for your NERV rental, the NERV 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 Program works.

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

- You will receive an instant confirmation when you reserve the vehicle through the NERV site (standard reservation) - you will not receive a call from Enterprise but you should receive a follow up email, this will be sent to the email address you provide when you put in the request.

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

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

**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.
- Please see the tire replacement guidelines that can be found under "NERV info" on the NERV site for more specific tire replacement info such as preferred vendors and tire replacement requirements.
- If it is an emergency, 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 Enterprise (number is available on the Rental Agreement) and they will arrange to have the vehicle serviced or tow the vehicle and replace it- they will cover the cost for repairs/servicing.
- Do not take the vehicle to a mechanic or repair facility, all vehicles are covered through Enterprise
- Do not send the payment cover sheet and associated documents to NERV if vehicles are swapped out. Please provide notes on the cover sheet and continue using the same resource order and payment cover sheet.

**What if I am involved in an accident or my car gets damaged?**

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

**What is the difference between an HD pickup and a 4x4 Truck?**

- A 4x4 truck is generally a ½ ton pickup and is available at most locations including airports- they can be instantly reserved through our standard reservation option, they have standard vehicle tires.
- An HD pickup is a ¾-1 ton pickup with off-road coverage and 10 ply E-rated tires, the reservation process for these vehicle is different and requires a call back from Enterprise to make pickup or delivery arrangements- the operating hours for the truck locations are limited.

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

- 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
- Call the Enterprise support line for assistance.
- 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- 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, this is why 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 program, we have no control over Enterprise operations including their designated operating hours.

**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 say “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.

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

- Yes, as long as your rental vehicle has the capacity to pull a trailer.
- You must request a tow package when you reserve your vehicle (Enterprise will NOT provide a hitch).
- Operators must be license per agency policy to tow a trailer.

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

- The single resource who rented the vehicle is responsible for paying the Toll Fees and Citations and will have to follow their Travel requirements for re-imbursement.
- The Incident is responsible for paying Toll fees and Citations of pool vehicles.

**If you unable to find an answer to your question, please feel free to contact the NERV Team:**

**sm.fs.nerv@usda.gov**

**208-390-4868**