

## Frequently Asked Questions about the Enterprise Contract.

### Advantage of Using Enterprise

- Provides an easier more user friendly way for employees to make vehicle reservations
- More convenient options for pick-up and delivery
- Late model vehicles
- Vehicles you want are more likely available
- Easy to use web-based reservation system
- More efficient and less cost to the university
- Eliminates costly vehicle replacement to keep fleet current

### FAQ'S

**1. How do we request a vehicle for travel?**

By using the online link that will be installed on your computer or if you pay with your personal credit card you can use this online link:

[http://www.enterprise.com/car\\_rental/deeplinkmap.do?bid=028&refId=AUSPEASU](http://www.enterprise.com/car_rental/deeplinkmap.do?bid=028&refId=AUSPEASU). Please contact Debbie Suiter (7021) or Earleen Barefoot (7039) for the online link.

2131 Wilma Rudolph Blvd 648-0990 Contact: Jason Cowan or Jason Hedrick

2609 Fr. Campbell Blvd 431-5445 Contact: Toni Skinner or Jason Hedrick

Jason Hedrick (Area Manager) 615-967-1991

**2. How do I get my confirmation number for my travel?**

It will be sent to your Email address.

**3. How do I determine the cost of my trip?**

The cost of a Car per day is \$40.00, Minivan per day is \$62.00 and Large Van per day is \$90.00. You do not pay a mileage fee.

**4. How do I purchase gas?**

You use your own form of payment and get reimbursed through your department by filing a travel claim.

**5. Do I have to fill the vehicle up with gas when I return from my trip?**

Yes. It must be filled to the amount of gas that was in the vehicle when you received it. Keep your receipt to be reimbursed by your department. At this time the Fleet One card is not available.

**6. Can I smoke in the vehicle?**

All vehicles are non-smoking. A \$75.00 detailing fee will be charged if someone smokes in the vehicle.

**7. Can I take my family members in the vehicle?**

No.

8. **How does the pick-up and delivery feature work? What are my options?**

You can be picked up by an Enterprise employee and taken to the Enterprise office to complete your paper work or you can pick it up at the Enterprise location. You must present your APSU ID card when completing your paper work. **Important: Please call the Enterprise branch 30 minutes to an hour before your departure time to confirm to be picked up.** Per the contract, Enterprise will not deliver your vehicle to campus and leave it. If the branch is open when you return, Enterprise can return you to your pick up location. Branch Hours: M-F: 7:30AM – 6:00PM; Sat: 9AM – Noon; Sunday: Closed. You can leave your personal vehicle at Enterprise but they will not be liable for damages.

9. **If my trip begins on Saturday or Sunday when will my charge begin and how do I get my vehicle?**

You will not be charged until the stated time/date on your vehicle request for your trip. You must pick up your vehicle during stated business hours. Please note the Highway 76 location is closed on Saturday. Contact the branch to confirm start and end times.

10. **Does this require more administrative time spent making reservations at the department level?**

After the initial approval by the Department Head to get the online link to your computer, their authorization is no longer needed unless problems arise.

11. **Where do I return a vehicle after hours?**

Please return it to the Enterprise location. Call the branch to confirm return specifics.

12. **What do I do when a vehicle breaks down while on a trip?**

Contact the Enterprise emergency number 1-800-RENT-A-Car.

13. **Do I need to take out supplemental insurance when renting a vehicle?**

No. For official school business, the rates include CDW (Collision Damage Waiver) and SLP (Business Liability). The CDW protects against any damage to the vehicle itself (excluding any contract violations) and SLP protects against third party liability in case of an accident. **Note: When you sign your Enterprise contract make sure you check decline on the insurance because it is included in your rental rate.**

14. **Who is the university's point-of-contact for the rental company?**

Debbie Suiter 221-7021 or Earleen Barefoot 221-7039.

15. **What do I do should I get in an accident?**

Contact the Police and make an accident report. You must also file an in-house accident report with Enterprise.

16. **Can students drive the vehicles?**

Yes, but they must be 21 years of age. It must be in their job description. They must be a paid employee of the University.

17. **When is the earliest time I should request a vehicle?**

To guarantee the availability:

Mid Size Sedan – at least a 24 hour notice;

Minivans – typically a 2 day notice is sufficient;

15 Passenger Vans – make a week in advance.

18. **Do I need to send any information to Enterprise for them to keep on file?**

You are encouraged to fax a copy of your driver license to Jason Cowan's fax number (888-255-3271). The branch will keep a log book on file to help ensure quicker rental transactions.

**19. How do I make sure my travel gets paid for?**

After you complete your trip, fill out a payment authorization form and forward it with your ticket to Anita McKnight.

**20. Do we still have the bus for transport?**

Yes, the cost is \$3.00/mile and \$16.46/hour for the driver.

**21. If my trip is cancelled, what do I do?**

Please call Enterprise and cancel your vehicle reservation.

**22. What do I do if I need seats removed from the vans for my trip?**

You must give Enterprise a 24 hour notice to remove the seats for you.