

## SWC #205 Vehicle Rental Contract Information and Usage Instructions

**Contract Period:** This is a five-year contract term running from May 20, 2020 to May 19, 2025 with the final two years each being an optional one-year renewal. The contract was procured through an RFP as Event #32110-19400.

**Summary:** This contract provides state agencies and local users the ability to rent passenger and commercial vehicles:

- Passenger Vehicles:
  - Compact Sedan
  - Intermediate/Mid-size sedan
  - Full-size sedan
  - Small/Mid-size SUV
  - Large SUV
  - Minivan
  - \*12/15 Passenger Van (see requirements) Limited Availability
- Commercial Vehicles:
  - ½ Ton Pick-up Truck (tow-capable)
  - ¾ Ton Pick-up Truck (tow-capable)
  - 16' Box Truck with ramp or liftgate
  - 24'/26' Box Truck with liftgate
  - Cargo Van
  - 1-ton Pick-up truck (tow-capable)

Agencies can rent vehicles through the traditional Enterprise/National branches located throughout the United States and at all major airports, if acquiring a vehicle in Nashville, TN.

Insurance in the form of a Full Damage Waiver (DW), also known as a Loss Damage Waiver (LDW) or Collision Damage Waiver (CDW), is included in all rentals for *business-use*. The Contract vehicle rates include this insurance; thus, no additional information is required of the renter at the time of vehicle pick-up. Refer to Contract Section E.6 Insurance.

\*Please note that Passenger Vans have an age restriction. No one under the age of 25 may rent these vehicles due to safety reasons and the high rate of rollover incidents.

Kelly Bekele  
Category Specialist  
Central Procurement Office  
(615) 253-1637  
[kelly.bekele@tn.gov](mailto:kelly.bekele@tn.gov)

## **VENDOR CONTACT INFORMATION:**

Enterprise Holdings Inc  
Edison Contract Number: 65939

### Primary Contact: **Gerald Sims**

Account Supervisor Rental Support

314-692-6340 direct

[Gerald.D.Sims@ehi.com](mailto:Gerald.D.Sims@ehi.com)

284 Mallory Station Rd. Franklin, TN 37067

### Other Contact: **Justin Thurman**

Account Manager Business Rental Department

615-579-2887 direct

[Justin.B.Thurman@ehi.com](mailto:Justin.B.Thurman@ehi.com)

284 Mallory Station Rd. Franklin, TN 37067

### Secondary Contact: **Calista Herrera**

[Calista.Herrera@em.com](mailto:Calista.Herrera@em.com)

284 Mallory Station Rd. Franklin, TN 37067

### Customer Support:

[ADRNorthCentralSupport@ehi.com](mailto:ADRNorthCentralSupport@ehi.com)

## **Emergency Call Procedures:**

If you are involved in an accident, theft, or incur any other damage to the vehicle during the rental, please follow the instructions on the guide inside your vehicle and report the incident to Enterprise immediately.

## **Usage Instructions:**

Before making a vehicle reservation, you should be aware of your agency's policy regarding travel and the use of rental vehicles. You may also refer to the State's policy on travel for business (Department of Finance & Administration Policy 8 – Comprehensive Travel Regulations).

**All work related reservations for State Employees should be accessed on the State intranet.**

**Local Government and other Authorized Users should contact the Enterprise contacts (above) to utilize the contract.**

**For Personal Use: Employees should use the account code (XZ568A2) in the Corporate Account Number or Promotion Code when starting a reservation.**

**When reserving a truck rental for personal use, please select "Business" in the Rental Purpose drop down box. If "Personal" is selected, the Promotion Code will not work.**

## HOW TO BOOK

### LOCAL • AIRPORTS

### **ENTERPRISE RENT-A-CAR**

For **official approved state business**, select **OFFICIAL STATE BUSINESS DIRECT BILL ONLY**

- a) Select your Department
- b) Enter the city or airport in "Pickup Location"
- c) Enter "Pickup" and "Return" dates and times
- d) Optional: Enter "Last Name" and "Emerald Club Number"
  - i) To obtain your membership information, contact the Enterprise representative listed above
  - ii) If you have forgotten your membership information, click on the blue link "Forgot your info?" and follow the instructions
- e) Click the green "Start Reservation" button
- f) Select your vehicle from the provided list of available vehicles
  - i) Click the green "Select" button under the selected vehicle
- g) Unless instructed by your Agency, do not select any "Optional Items" that appear on the next screen. Click the green "Continue" button.
  - i) Sales Tax will appear while making a reservation but will not be applied to any rentals that originate in Tennessee (rentals originating outside of Tennessee will have tax applied)
- h) Review the reservation information on the nextscreen
  - i) Provide your contact information in "Driver Information"
  - ii) Provide your employment information in "Manager/Supervisor Authorizing Travel" and "Speed Chart" (if you do not know your speed chart number, contact your department's fiscal office)
  - iii) NOTE: Your supervisor will receive confirmation of your reservation
  - iv) Optional: Provide your flight information under "Frequent Traveler"
- i) Click the green "Reserve" button
- j) The next screen will display the reservation information
  - i) Make note of your rental confirmation number
  - ii) You can print this page or refer to the confirmation email

For **personal-use trips**, select **Personal Use Customer Pay**

- NOTE: These rentals will require your personal credit card and will not be billed to your department; discounted rates do apply
- Normal taxes, fees, and surcharges will apply

### **Enterprise Rent-a-Car – Comparing Mileage Reimbursement Cost:**

- At this time, the comparison calculator does not work on the Enterprise Website
- To calculate mileage reimbursement cost, use the following formula:
  - Anticipated Travel Mileage X Cost of Fuel Per Gallon x Reimbursement Rate Per Mile

### **Enterprise Rent-a-Car – FREE PICKUP SERVICE (non-airport location rentals only):**

- To request Enterprise's **free pickup service** →
  - make your reservation online, then
  - call the branch directly to schedule your ride.
    - NOTE – press \* when the playback message starts, and you will be sent directly thru to the branch line.
    - NOTE – as a general rule of thumb, Enterprise branches offer free pickup service to customers who are within a 10-mile radius of the location. Call the desired branch to confirm pickup availability and protocol.

#### **LOCAL**

### **ENTERPRISE TRUCK RENTAL**

For either **official approved business trips** select **Enterprise Truck Rental** for **Commercial Trucks** and **Vehicles**

#### **AIRPORTS**

### **NATIONAL CAR RENTAL**

For **official approved business trips**, select **Airport OFFICIAL STATE BUSINESS**

- Select your Department
- Enter the city or airport in "Pickup Location"
- Enter "Pickup" and "Return" dates and times
- Optional: Enter "Last Name" and "Emerald Club Number"
  - To obtain your membership information, contact the Enterprise representative listed above
  - If you have forgotten your membership information, click on the blue link "Forgot your info?" and follow the instructions
- Click the green "Start Reservation" button
- Select your vehicle from the provided list of available vehicles
  - Click green "Select" button under the selected vehicle

- Unless instructed by your Agency, do not select any “Optional Items” that appear on the next screen. Click the green “Continue” button.
  - Sales Tax will appear while making a reservation but will not be applied to any rentals that originate in Tennessee (rentals originating outside of Tennessee will have tax applied)
- Review the reservation information on the next screen
  - Provide your contact information in “Driver Information”
  - Provide your employment information in “Manager/Supervisor Authorizing Travel” and “Speed Chart” (if you do not know your speed chart number, contact your department’s fiscal office)
  - NOTE: Your supervisor will receive confirmation of your reservation
  - Optional: Provide your flight information under “Frequent Traveler”
- Click the green “Reserve” button
- The next screen will display the reservation information
  - Make note of your rental confirmation number
  - You can print this page or refer to the confirmation email
- For **personal-use trips**, select **Personal Use Customer Pay**
  - NOTE: These rentals will require your personal credit card and will not be billed to your department; discounted rates do apply
  - Normal taxes, fees, and surcharges will apply

## REQUISITION AND PURCHASE ORDER GENERATION:

For information on how to create a requisition and/or purchase order please use the “Guide to Agency Purchasing” document in Edison under the Procurement Tab, Procurement Information box. For webinars and job aids on requisitions and purchase orders, please visit the CPO Intranet Training page at <http://intranet.state.tn.us/generalserv/cpo/cpotraining.html>.

## BILLING AND PAYMENT INSTRUCTIONS:

The Contractor shall submit an itemized invoice, with all necessary supporting documentation, to the reserving agency’s fiscal personnel. Purchase Orders to Enterprise will be issued after receipt of the invoice which may occur after the rental has taken place.

Enterprise will not charge the State any sales & use tax for rentals that originate at a Tennessee Enterprise location, however there are applicable Surcharges and Fees that may be charged to the users under this Contract. These charges may appear on the invoice as a “tax”. If you have questions about any of these charges, please contact the Contract Administrator. A list of the Surcharges and Fees can be found in [Attachment A SWC 205 Vehicle Rental Pricing](#) or in Edison.

It is the responsibility of the agency to notify the Contractor in the event the contact person at the agency changes. All Enterprise invoices will be directed to the main contact person identified by each agency's fiscal office.

### **MISCELLANEOUS INFORMATION:**

1. Should the State employee become involved in an accident, theft, or incur any other damage to the vehicle during the rental, they are responsible for reporting the incident to Enterprise immediately.
2. Upon arrival at the Enterprise or National branch location to pick-up a reserved vehicle, the State employee must present a State issued driver's license and authorization from their department to proceed with the rental. The State employee will be required to sign a standard rental agreement. Please sign this agreement; the terms of this statewide contract will govern in the event of any conflicts between the agreement and this Contract.
3. All vehicles must be re-fueled by the State employee prior to return of the vehicle. The vehicle must be at the same or greater fuel level it was at when picked up. This rule applies to all vehicle categories (Traditional, Commercial).
  - a) Traditional Vehicles: you must re-fuel the vehicle using your personal credit card and request reimbursement
  - b) Commercial Vehicles: you must re-fuel the vehicle using your personal credit card and request reimbursement
4. All State employees can become a member of the Enterprise loyalty program, Emerald Club, which provides special privileges to renters. More information can be found on the Enterprise website:  
[https://www.nationalcar.com/en\\_US/car-rental/loyalty/enrollment/benefits.html](https://www.nationalcar.com/en_US/car-rental/loyalty/enrollment/benefits.html)
5. The following items are NOT permitted in any State of Tennessee vehicle rented for business use:
  - a) Animals
  - b) Non-State employees
  - c) Weapons
  - d) Smoking
6. Should the State employee receive a traffic violation while using a rental vehicle, the employee will be responsible for paying the violation. Notification of the violation will be sent to the department's contact person. Contact your department's fiscal office for more information on how this process is managed.

7. If a rental lasts longer than 30 days, you must contact the Enterprise or National rental location in which the vehicle originated and report the mileage. This must be done every 30 days until the vehicle is returned. No vehicle rental can last longer than 6 months.
8. Rented vehicles for business use must not be taken outside of the continental United States. Travel to Mexico or Canada is strictly prohibited.

## HOW TO ENROLL (LOYALTY PROGRAMS)

### NATIONAL & ENTERPRISE

#### EMERALD CLUB

Enroll here: <https://www.nationalcar.com/en/emerald-club/enroll.html>

Earn benefits at both National Car Rental & Enterprise Rent-A-Car.

- At National, members are eligible for counter-bypass and their own choice of vehicle from the corresponding aisle. *Reserve* the Emerald Aisle and pay the mid-size car price. *Rent* from the Emerald Aisle and choose any car on the Aisle (mid-size or larger)!
- At Enterprise, free pickup services (non-airport) and fast-track your checkout process

### ENTERPRISE ONLY

#### ENTERPRISE PLUS

Enroll here: <https://www.enterprise.com/en/enroll.html> Earn benefits at Enterprise Rent-A-Car

- At Enterprise, earn points towards free rental days and fast-track your checkout process



## FREQUENTLY ASKED QUESTIONS

### Who can book reservations?

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- All State of Tennessee employees — Full- and part-time State employees, City and County employees, and students of state colleges and universities conducting business on behalf of the state entity (with department approval).
- Personal rentals are also available but do not include coverages and require personal method of payment.

### How should a renter choose between brands?

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- Use the Enterprise brand when renting off or on-airport locations when renting traditional passenger vehicles. When in need of commercial trucks, utilize Enterprise Truck Rental
- Use the National brand when renting at the airport

### What loyalty program do I enroll in?

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- Emerald Club is the loyalty program that works at both Enterprise and National, providing renters with exclusive benefits and privileges to make renting faster and easier for both brands via personal profiles, stored method of payment, rental preferences, etc.
- At most major North American National airport locations, members with a midsize car reservation can bypass the rental counter and proceed to the Emerald Club Aisle. There they may simply take any vehicle— midsize or larger.
- Regardless of the vehicle selected in the Emerald Aisle, a member is charged only the midsize rate.
- Status match to competitor loyalty programs.
- Accrue free rental days with National.
- Earn Emerald Club reward at Enterprise.
- Enroll now: <https://www.nationalcar.com/offer/XZ56801>

### What are the benefits of booking with National Car Rental and Enterprise Rent-A-Car?

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- Special negotiated rates for all car classes
- Damage Waiver & Liability coverage included on all business-use rentals
- 24/7 Roadside Assistance
- Complimentary Emerald Club membership access
- Award-winning customer service
- Singular Account Number for both brands
- Enterprise Holdings (Enterprise + National) boasts the most coverage of any rental car company in the world; Enterprise locations are within 15 miles of 90% of the U.S. population

### **What payment method should I use for business travel?**

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- Utilize your department's Direct Bill option or a department-approved State P-Card for business-use transactions
  - Your department's Billing Number information can be accessed by contacting your contract administrator
  - If your agency does not have a Billing Number and would like the Direct Bill option, please contact our Enterprise contact, Gerald Sims at [Gerald.D.Sims@em.com](mailto:Gerald.D.Sims@em.com)
- Renters must use their own personal payment method for all personal-use rentals
  - Be sure to reference Account Number XZ568A2 for personal-use rentals

### **Does my negotiated rate include insurance coverage?**

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- Business Rentals include Damage Waiver (DW) and third-party liability protection.
- DW relieves eligible renters and authorized drivers from financial responsibility for loss of or damage to the rental vehicle.
- Liability protection covers the renter and authorized drivers against claims (e.g., property damage, bodily injury, etc.) brought by third parties.
- Note that the DW is subject to the terms and conditions of the applicable rental agreement.

### **What if I need a one-way rental?**

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- Check the "return to a different location" box when booking
- One-way rentals within the State of Tennessee will have no fees associated
- One-way rentals outside of the State of Tennessee will be subject to a \$0.40/mile charge

### **What if I need delivery and collection?**

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- With minimal time restraints, the Enterprise "We'll Pick You Up" service is available to our customers. With a 24-hour notice, we will pick up an employee at any home or business address. Depending upon seasonal and business demands, this 24-hour notice might be reduced. Our local Enterprise branch will work closely with you to meet all your pick-up needs.
- In certain situations, Enterprise locations can deliver vehicles to a business address. We will require a 24-hour notice; the notice may increase during peak travel seasons. The local Enterprise branch will work closely with you to meet your delivery needs.

### How far in advance should I make my reservation to ensure a rental?

- We recommend customers reserve a vehicle with their Account Number and Emerald Club member number at least 24 hours in advance.
- Specialty vehicles or vehicles rented within peak times may require more notice.

### What if I need a rental before the rental location opens?

- Schedule the reservation for pick-up the evening before or at a location that has longer hours (often airport locations are open longer)
- Rates are calculated on a 24-hour period, beginning with the pickup time and ending when the vehicle is returned

### What locations are available in the State of Tennessee?

- Enterprise and National have a vast network of airport and home-city locations to handle all your car rental needs.
- Please refer to the following pages to find us in your neighborhood.
  - Enterprise Rent-A-Car locations and hours of operations:
    - <https://www.enterprise.com/en/car-rental/locations/us/tn.html>
  - Enterprise Truck Rental locations and hours of operations:
    - [https://www.enterprisetrucks.com/truckrental/en\\_US/locations.html](https://www.enterprisetrucks.com/truckrental/en_US/locations.html)
  - National Car Rental locations and hours of operations:
    - <https://www.nationalcar.com/en/car-rental/locations/us.html>

#### Enterprise Contact Information

- Enterprise Customer Service: 1-800-264-6350
- Enterprise General Reservations: 1-855-266-9289

#### National Contact Information

- National Customer Service: 1-800-227- 7368
- National General Reservations: 1-844-382- 6875

- Emerald Club Member Services: 800-962-7070
- Monday through Friday, 9 a.m. to 6 p.m. EST

For other questions, travelers should contact your in-house travel administrator.

### 24/7 Roadside Assistance

**1-800-367-6767**