

FLEET VEHICLE RENTALS, FREQUENTLY ASKED QUESTIONS:

1. How does an employee reserve a car on-line?
A: Go to http://www.enterprise.com/car_rental/home.do (Contact the Business Office to obtain the account code 940-397-4112) Under Section 3; press the ENTER key on your keyboard. The next screen is the Corporate Sign-In page; insert "MID" in the box and press the ENTER key. Manipulation through the rest of the process is intuitive. (On the "Renter's Details" page under the "Main Information" section, there is a pull down menu for a credit card type. Leave the credit card type as VISA. You do not need to input a credit card number.

2. MSU has had as many as six sedans available for use at any given time. What is the availability of vehicles through Enterprise?
A: There should never be a problem supplying cars, especially if Enterprise is given a 24 hour notice. The only exception is holiday weeks; will need to make reservations for these weeks several weeks in advance to ensure availability.

3. Where is the drop off point for Enterprise with the vehicles?
A: An Enterprise representative will come pick a renter up and return them to Enterprise to get a car IF the renter calls Enterprise (940-767-0174) for this free service. Enterprise will NOT drop the car off at the renter's location and leave it. (The Enterprise rep needs a way to get back to Enterprise from the renter.) Enterprise can pick up a renter from anywhere within a 20 mile radius including Henrietta, Iowa Park, or Burkburnett.

4. Where do we need to return cars to Enterprise?
A: At their office, 2001 Old Jacksboro Highway. Enterprise can drive you home from their office.

5. What are the standard hours for pickup/drop-off?
A: Enterprise is open 7:30 AM-6:00 PM M-F and 9:00 AM to noon on Saturdays.

6. How are vehicles picked up/dropped off during non-business hours?
A: Rental rates are based on a 24 hour usage. All vehicles must be picked up during normal business hours. A vehicle can be picked up Saturday morning for use on Sunday evening or early Monday morning. There is a \$10 early pickup charge for this use. Vehicles can be dropped off at Enterprise and the keys left in their drop box at any time. If a vehicle is dropped off after noon on Saturday, the renter pays for the car's full use until Monday morning at 7:30 when Enterprise opens. Any personal vehicles left at Enterprise can only be accessed during Enterprise's normal business hours; gates are locked otherwise.

7. Can/should any vehicles be staged at MSU to simplify pickup/drop-off?
A: Not possible.

8. What is the drop-off charge if someone were to rent a car in Wichita Falls and drop it off at the DFW airport? What costs are involved if they were to rent a car at DFW when they returned from a plane trip and dropped it off in Wichita Falls when they got home?
A: As long as they are making the reservation with the MSU account number there is no additional charge to drop off or pick up at another location in the state of Texas.
9. What is the fuel charge if the car is not returned full?
A: The user will pay the pump price for Enterprise to add the fuel; it is added to the car's bill and invoiced as part of it.
10. Are there mileage restrictions for the use of a vehicle? *A: No.*
11. Is there a rate change if the car goes out of state? *A: No.*
12. What type of vehicles are we eligible to rent for ~\$38/day?
A: Full size cars include Malibu, Altima, Impala, Camry, and Sonata. Compacts are \$5 less per day. All cars are 2012 or 2013 year models (as opposed to our 2008's); improved reliability.
13. Is there an option for a smaller vehicle to save money? Is the state rate \$38 or is it less?
A: A compact car can be rented for \$5 less per day or a standard car at \$2 less per day. The state rate for a full size vehicle is \$37.50 plus the Texas Reimbursement Fee of \$1.35.
14. Is MSU not exempt from paying taxes on vehicles?
A: We are exempt from sales tax, but we must pay the Texas Reimbursement Fee every day a vehicle is out at a cost of \$1.35/day.
15. Is there an extra fee if a car is returned in a dirtier condition than "normal"?
A: Yes, but this is very rare and could cost ~\$150.
16. How will MSU be billed, just the using department?
A: Enterprise will send an invoice to Purchasing with the driver's name on it. Purchasing will forward the invoice to the driver for payment. The driver's using department will pay for the rental with a DPV using their own account code to cover the rental cost.
17. How will use be monitored to ensure cars are used only for university business?
A: The invoice will be sent to the using department for payment. Personnel authorizing trips and reviewing expense reports will need to monitor the activities of employees to ensure authorized use of vehicles.

18. What exact account number do employees need to input into Enterprise's website?
A: Contact the Business Office to obtain the account number 940-397-4112
19. How will tolls in Oklahoma and manned toll booths in Texas be paid?
A: Employee is responsible for paying for these tolls at the time they go through the toll booth. Obtain a receipt and include it on the expense report.
20. How will tolls be paid for toll roads where paying cash at a booth is not an option such as roads in Dallas and Austin?
A: If an employee seeks reimbursement for Texas tolls where an option to pay cash was not possible, they will need to submit a separate expense report. These charges typically will be sent to the employee as much as a few months after the trip (and probably after the initial travel expense report has been submitted). Enterprise will charge the customer for the cost of the tolls plus a \$2/day usage charge (capped at \$6/rental). The renter will need to include this additional charge on their toll bill shown on the expense report. As an alternative, an employee can estimate the toll charges using www.texastollways.com and include these costs on their initial expense report.
21. How will Enterprise know a renter is really a MSU employee?
A: Employees must show a valid MSU ID to Enterprise when they pick up the car.
22. Is it necessary for a driver to pay for "extra" insurance on a rental?
A: Enterprise is one of the state contracted vendors and as part of the contract, each rented vehicle includes liability and a loss damage waiver (LDW) which provides coverage for physical damage to the car as well as supplemental liability protection which provides third party damage of up to \$1MM. Employees will need to advise Enterprise they need the state contracted rate so that the LDW is included.
23. How are wrecks handled?
A: Contact Enterprise via number on the contract the person receives at the time of rental and they will assist.
24. How are vehicle break downs handled?
A: Contact Enterprise via number on the contract the person receives at the time of rental and they will assist.
25. What is the minimum age of a driver? *A: 18 years old.*