Frequently Asked Questions about the Enterprise Rental Car Contract

1. Where is the Enterprise Office supporting the Clemson University vehicle rental contract?

The Enterprise Rent-A-Car office supporting Clemson University is located at:

204 BY PASS 123 SENECA, SC 29678-0824 The Branch Manager is Jonathan Collins

Satellite Office: Old Motor Pool Building

Hours: 8 a.m. to 5 p.m. Monday through Friday.

Andrea Gaines, Assistant Manager: (864) 654-0904 or cell (864) 643-6326 Enterprise does not offer their "pickup service" at this location.

The Clemson contract rates will be honored at all SC offices and a discount will be provided at offices throughout the U.S. *THE CONTRACT IS MANDATORY FOR RENTALS ORIGINATING IN SC, BUT WE HAVE NEGOTIATED DISCOUNTED RATES ANYWHERE IN NORTH AMERICA.* Check back at the Enterprise Reservation website in the future when planning rental car reservations outside of SC.

2. How can I rent a vehicle from Enterprise using the University Contract?

Visit the Enterprise web site for Clemson University (<u>Clemson – Enterprise Reservations</u>) and complete the request. <u>This is the preferred method for making reservations!!!</u>

3. What are the Hours of Operation for the Seneca and Clemson Campus Enterprise offices?

The offices are open during the following hours.

Monday-Friday 8:00 AM – 6:00 PM

Saturday (Seneca Only) 9:00 am - 12:00 pm

All rental vehicles need to be picked up during the above office hours and rental charges begin upon the traveler taking possession of the vehicle's keys, unless other arrangements are agreed upon as outlined below.

4. Can a Vehicle be Picked Up Outside of These Hours?

If you need to leave for a trip prior to our office opening in the morning you are allowed to pick up the keys to the vehicle the night before your trip (after 4pm M-F). For Monday morning departure, we will open the office @ 7:00am upon request in order to assist with getting the rental on time. <u>However, for liability reasons the</u> <u>vehicle must remain parked on campus until the charges actually start</u>. *IT IS THE RENTERS RESPONSIBILITY TO NOTIFY THE ENTERPRISE REPRESENTATIVE OF THEIR ACTUAL REQUIRED PICK UP TIME*.

5. What if I Need to Return Vehicles After Enterprise is Closed?

The Seneca office does have a drop box. When looking at the building the drop box will be on your right hand side. You may park the vehicle anywhere on the Seneca lot and place the keys in the box. The vehicle will then be checked in at the beginning of the next business day. If you need a receipt you may come by the office during business hours or call (864) 888-1115 and request that a receipt be faxed over to you. In the event the vehicle will be returning over the weekend it is the renter's responsibility to state when they will be dropping the vehicle to an Enterprise representative prior to the vehicle check in.

6. How do Charges Accrue During the Rental?

All rental charges begin immediately when the renter takes possession of the rental vehicle, unless other arrangements have be made per FAQ #4 or 5 above. Rental charges stop at the time the vehicle is returned to our office and we are given the keys back. If a renter returns while we are closed the charges stop at the time they dropped the vehicle off to us. Each rental day is based on 24 hour clock. If a renter starts their rental at 9am they have until 9am the following day before an additional rental day charge would begin.

7. Who are the Approved Drivers?

University employees above the age of 18 with a valid driver's license are approved drivers. On infrequent occasions, there may be a need for non-University employees or students to drive rental vehicles in support of Clemson University official business, i.e. a permissive user. Any such driver, not a University employee or student, must be accompanied by a University employee. An example would be when there is conference attendance by a Clemson University employee when accompanied by an employee of another University. If a permissive user is not accompanied by a University employee, the University department making the reservation request must provide the rental vehicle vendor with written documentation about the nature of the request, prior to the vehicle rental.

Also, in accordance with contracts between Clemson University and contractors for the University Bookstore (Barnes & Noble) and University Dining Services (ARAMARK), these contractors are authorized to rent vehicles from Enterprise at the University rate to meet their commitments to Clemson. Billing will be directly to these contractors.

8. Explain Campus Parking With the Rental Vehicles:

Renters have 2 options for parking rental vehicles on campus. The University has requested that travelers use their own campus parking permits and place them in the rental vehicle. If a traveler does not have a personal permit, University Parking Services has provided Enterprise Rent-A-Car hang tags to distribute for campus parking for the rental period. <u>These tags must be returned upon return of rental vehicle.</u> During football home games all vehicles must be removed from the Enterprise lot prior to Saturday games. All vehicles left on lot will be towed. For vehicles being returned on Saturday, they must be returned to the Seneca location. If towed, this will fall on the responsibility of the renter.

9. How are Parking Tickets Handled?

Travelers are responsible for any parking tickets or moving violations received during the rental period.

10. How Do I Reserve a Vehicle?

All reservations must be made through the University's Enterprise Rent-A-Car website (<u>Clemson – Enterprise</u> <u>Reservations</u>). This link will default to the Clemson campus location. You should then select your dates and times of travel and the size vehicle you wish to rent. If you desire, you may select an alternate Enterprise location from which to rent (i.e. such as Seneca to pick up a vehicle on a Saturday).

** Make sure all reservations are made under using the name of the individual that will actually be picking up the rental vehicle.

** Be sure to select a specific time at which you will be picking up the rental vehicle. If your pick up time needs to be changed, feel free to call the rental office directly or change your pick up time online.

** If you enter a pick-up time that is after business hours, you will be responsible for picking up the vehicle prior to the close of business during Enterprise business hours the business day before your pick-up time.

11. How Is My Manager or Business Officer Notified When I Make An Enterprise Rent-A-Car Reservation or Cancellation?

It is the responsibility of the renter to notify their manager or business officer when they make a reservation. This can be accomplished easily by forwarding the reservation confirmation email they receive from Enterprise when making a reservation.

12. How do I Pay for a Rental Vehicle:

Clemson has arranged with Enterprise to have departments sign up for direct billing on a department by department basis. You can contact Enterprise to see if your department is signed up for this and if not, they can provide information on signing up for direct billing. If your department has not signed up for this option or chooses not to, you must pay with a personal credit card and be reimbursed for your expense as you would with any other travel expense.

DO NOT use a Clemson P-card for reserving vehicles.

13. Explain Fueling of Rental Vehicles:

In addition to rental fees, all fuel charges will be paid by the renting department.

The State has approved our request to fuel rental vehicles at the University Transportation Services' fuel station. Also, the State Wright Express Fuel Card (WEX Card) will now be available for use with rental vehicles requiring on-the-road fueling during long trips. The cards will be issued as required for specific trips, and must be picked up and returned to Transportation Services. Enterprise rental vehicles should be provided with a full tank of fuel and also should be returned with a full tank. If the vehicle is returned with less than a full tank, the cost to fill the tank will be added to the rental cost of the vehicle by Enterprise. Prior to returning all rental vehicles to Enterprise, "topping-off" fuel tanks at Transportation Services will be less costly and also convenient for the return of a WEX card.

Travelers may also opt to refuel using personal credit cards. Fuel is a travel expense for which a traveler can be reimbursed.

14. Explain the Pick-up / Delivery Service:

If you need Enterprise to pick you up, please make your reservation then call your local Enterprise office directly to work out your pick-up or delivery needs. If you want to pick up from the on-campus, satellite location, you must pick up the vehicle there in person – no pick up or delivery option is offered.

15. Do I have Insurance Coverage through the University Contract with Enterprise?

Full Comprehensive/Collision Damage Waiver and Supplemental Liability Protection coverages are included in the rates for Clemson University business rentals. **DO NOT** take out any additional insurance coverages.

16. What are the Different Types of Vehicles Available through Enterprise?

Enterprise carries a wide range of vehicles from which to choose, i.e., economy size vehicles to trucks and vans. Most of these vehicles can be reserved via the normal online reservation process. If a vehicle is not listed as available to be reserved online, please contact your local Enterprise office.

17. How is the Payment for Rental Vehicles Handled?

All rentals originating in Seneca will be paid for by direct billing to the University. The traveler will not be required to provide a personal credit card. However, you <u>must</u> have pre-approval to travel and to pay for the rental.

All other rentals need to be paid by the traveler with a personal credit card.

18. How are Personal Rentals Handled?

Discounts for personal use are available for Clemson University faculty and staff. The discount code is **26A1654**. When prompted for 3 letter pin # simply enter the first three letters of the account's name "**CLE**."

Personal use rental rates do not include any insurance coverages. Optional insurance protection is available for an additional fee. If you have any questions regarding transferring your personal auto insurance coverage please contact your insurance agent. Reminder – **DO NOT** charge personal rentals to departmental direct bill accounts. If making a personal rental, the user is responsible for paying all costs directly to Enterprise.

19. What if I Need to Cancel my Reservation?

If you must cancel an existing reservation, please provide at least a 24 hour notice. There is no cancellation fee; however, a cancellation notice is very helpful in allowing Enterprise to better serve all University travelers.

20. Can I Rent a Vehicle Capable of Towing?

The Seneca Enterprise office does not normally maintain tow capable vehicles. If you require a tow capable vehicle, please contact the office with as much notice as possible so they can make arrangements to meet your needs.

21. Are Extra Keys Available for the Rental Vehicles?

Enterprise offices only carry one set of keys per vehicle and that set is issued to the renter. If keys are lost by the renter, the cost of replacement keys and any other related costs, such vehicle towing, is the responsibility of the renter. Enterprise does offer a Road Side Assistance for \$3.99/day that will alleviate you of responsibility if keys are lost or if there is any other road side issue.

22. What do I do if I Have an Accident or Trouble on the Road?

If you have a problem on the road (accident, breakdown, lost keys, etc...) please call 800-736-8222 for 24/7 roadside assistance. You may contact the branch you rented from directly and they will also be happy to assist you with your situation.

In addition, all University travelers are required to contact Clemson University Risk Management (864-656-3354) immediately in the event of an accident.

23. What about one way rentals?

One way rentals are permitted within the state of South Carolina and in certain instances to and from local airports in Charlotte, Asheville, or Atlanta, all of which must be coordinated with the Enterprise office. One way rentals to or from another state outside of these examples are not allowed under this contract. If you require a one way rental to/from another state, you are encouraged to use National Car Rental. They have a partnership with Enterprise and when making a reservation with National, use account number GCAMA026. This number gives the customer unlimited miles and no drop fee for one-ways anywhere in the U.S. The daily rate is \$69, \$79, or \$89 depending on location.

24. What if I Need to Contact an Enterprise employee about a rental complaint?

Any employee at Enterprise would be able to help you with any questions/needs you have. The best contact for any traveler is typically the Branch Manager at the office from which they rented the vehicle.

Contact at the Seneca Office is:

Jonathan Collins (jonathan.a.collins@erac.com) Branch Rental Manager 204 BY PASS 123 SENECA, SC 29678-0824 Tel.: (864) 888-1115