

Enterprise Rent-A-Car FAQ's

“What are Enterprise Rent-A-Car’s operating hours?”

Hours will vary from branch-to-branch. . In general, our downtown locations are open from 7:30 am to 6:00 pm. Many are also open for a few hours on Saturdays too. For hours of operation, please contact your rental branch directly or go to www.enterprise.com for details. Please note...rental transactions are not processed outside of branch hours. The State of Oregon Short Term Rental requires Enterprise Rent-A-Car to cover any all damages to the vehicles rented under this agreement. As such, charges start when a vehicle is released into the care/custody/control of the renter. Charges stop only when an authorized representative of Enterprise Rent-A-Car has inspected the vehicle upon return.

“Can Enterprise Rent-A-Car handle the volume?”

Absolutely! Enterprise Rent-A-Car has actually been supplying vehicles to the motor pool for years (including 12 passenger vans and cargo vans). It is likely that people in your department have rented from the motor pool, but actually made their tip in a vehicle owned by Enterprise Rent-A-Car. We have thousands of vehicles just in Oregon and we will move them where needed. We are prepared for additional demand. It should also be noted that the demand for rental cars more than doubles during the summer for all rental car companies. There is the potential of short term availability limitations from July through the 3rd week in August. This happens every summer at every rental car company. As one of our largest customers, every effort will be made to ensure you have the cars you need.

“What happens if I have to return a car after the rental branch is closed?”

Policies will vary by branch in response to security issues. Our airport locations typically have drop boxes and the ability to take returns 24 hours a day. Our downtown locations are often gated out of security concerns, making after hours returns impractical. Feel free to call your rental branch...they can answer any questions you might have.

Can I park my personal car at Enterprise Rent-A-Car?”

Enterprise Rent-A-Car does not allow customers to park at our locations. Instead, we offer our “free pick-up” service from our downtown locations (non airport). Our staff can pick you up at work **OR** at home. Once you are done with your rental, we also offer a complimentary ride back to your home or work. There are geographic limitations...please call your renting branch directly.

“May I use the State of Oregon Rates for personal rentals?”

State Law prohibits the use of a State Contract for personal gain. However, Enterprise Rent-A-Car offers great rates for personal rentals. Contact your rental branch directly or go to www.enterprise.com for rates and rules. Remember that Enterprise Rent-A-Car is the home of the “weekend special”. Most cars are 50% off the retail rates when rented Friday through Monday.

“What is my account number?”

Your department head or travel coordinator should have your account number. If not, each rental branch is able to look up your account number in their computer. When you call, just tell them you are a user of the State of Oregon Contract, provide them with your department/agency/organization name, and they will tell you your account number. Please note...if your department/agency/organization has set up an account that permits direct billing at all U.S. locations, you can only get that number from your department head.

For questions on billing options, have your department head, financial department, or purchasing department submit requests to e9110n@erac.com.

What is a PIN?

The PIN is an additional level of security Enterprise Rent-A-Car has created to prevent the general public from randomly coming across the rates and rules for our accounts on the internet. PIN's are only needed when you reserve a car on www.enterprise.com. A PIN is not needed to make a reservation by phone or through a travel agency.

Why is the Rental Branch confused over the State of Oregon Contract number?

The State of Oregon assigns a unique contract number to all bid contracts. In the case of the Short Term Rental Car Contract, the official contract number identifying this contract is 4126. As our agents are not part of contract negotiations with the State of Oregon, they will not understand what Contract 4126 means.

Enterprise Rent-A-Car Account Management creates unique Corporate Account Numbers that are referenced on rental agreements to permit specific rates, rules, and billing options to be accessed by rental agents. When reserving a car with Enterprise Rent-A-Car, be sure to provide your unique Corporate Account number to the rental agent or reservation specialist