

## **Enterprise Rent-A-Car FAQ's (Current Users)**

### **“How will the newly signed State of Oregon Rental Car Price Agreement Affect My Current Accounts?”**

If your department, organization, or agency currently has a unique account number for billing purposes, that number will continue to work for billing. The rates and rules have already been adjusted to reflect the new Price Agreement.

### **“What is my agency/department's direct billing 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...there are hundreds of individual accounts tied to the State of Oregon Contract (and some are hidden from rental agents view at the request of your agency to ensure security against fraud).

For account questions, have your department head, financial department, or purchasing department submit requests to [davion.l.leese@ehi.com](mailto:davion.l.leese@ehi.com).

### **“Does my current direct billing account work at National Car Rental?”**

Your current Direct Bill Account Number will not work at National Car Rental. At your request, we are able to create a billing program with National Car Rental. However, in most cases this won't be necessary. Enterprise Rent-A-Car and National Car Rental are able to share cars—decreasing any need for to rent from National due to availability issues. However, if your department, agency, or organization does require a Direct Billing Program through National Car Rental, please e-mail [davion.l.leese@ehi.com](mailto:davion.l.leese@ehi.com)

### **“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](http://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.

### **“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.

### **“What are the requirements with regard to fuel?”**

The most cost effective method for handling fuel charges is for the renter to replace the fuel that you use prior to returning the rental. Your agency or department has policies and procedures regarding expense reimbursements—remember to save your receipts.

In the event that you are unable to replace the fuel you have used, Enterprise Rent-A-Car can pass through a refueling charge to your agency/department. Please be aware that this fuel charge is higher than pump prices. Enterprise Rent-A-Car checks regional pump prices regularly and sets refueling charges 50% higher than average regional pump prices. The actual cost per gallon that will be charged if needed will print on the bottom of each rental agreement.

At some locations, it is possible to pre-purchase fuel at the time the rental transaction is being processed. The cost per gallon for pre-purchasing fuel prior to your trip can be lower than the average pump pricing. Please be aware that if you pre-purchase fuel, your agency/department will be charged for a full tank at the discounted price regardless of how much fuel you actually use.

### **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.

In addition, our downtown locations (non airport) may occasionally be able to deliver cars to your work. For availability, and additional costs, please contact 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](http://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 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](http://www.enterprise.com). A PIN is not needed to make a reservation by phone or through a travel agency.

### **When I book a reservation on [www.enterprise.com](http://www.enterprise.com), why am I asked for Credit Card Information Even Though My Agency/Department Has Direct Billing?**

[www.enterprise.com](http://www.enterprise.com) was created to handle all rental car reservations – it does not differentiate between accounts with Direct Bill and accounts without...so it asks everybody to select which credit card they will be using. If your agency has Direct Billing with Enterprise Rent-A-Car, just select **VISA**. You will NOT be asked to provide a credit card number on [www.enterprise.com](http://www.enterprise.com).