RENTAL CARS (ENTERPRISE) Best Practices

- RESERVATIONS current email for car rental is enterpriserentacar-0934@ehi.com; goes directly to Greenville location for all staff to see; Office Phone: 903-454-6004 cc: Sierra.A.Long@ehi.com as well when doing this

- NEW CONTRACT NUMBER with Enterprise is UTS751; used to obtained discounted rates

- RESERVATIONS require an E#, with only one E# per trip, no exceptions

- CONFIRM YOUR RESERVATION make sure you touch base with Enterprise, especially if they do not reach out to you with and email or a phone call regarding your travel needs

- FOLLOW THE CHECK IN – CHECK OUT PROCESS with the Mane Card Office, Office Hours are 8:00 am to 5:00 pm, 903-468-6022

- RENTAL EXTENSIONS, all rental agreements are open ended, where it may be appropriate to call Enterprise and discuss an extension of the original request, it is the renter’s responsibility to do just that, call and provide an updated time for returning the vehicle and charges will be modified accordingly

- BE EFFICIENT * TIPS FOR COST SAVINGS
  - Weekend rentals and after hour returns
    - Drivers may contact Enterprise directly upon your return to “stop the clock”
    - Follow up with email even though you may speak with someone on the phone Enterpriserentacar-0934@ehi.com or Sierra.A.Long@ehi.com or 903-454-6004
    - Courtesy call the following week to confirm messages if necessary
    - Rental Agreement requests should mirror your travel intentions; double check agreement when you sign for your keys to make sure the agreement matches your original request
    - Due diligence - the responsibility of the rental ultimately falls to the employee renting the vehicle; when possible avoid relying on others to pick up and return keys, delays beyond the requested rental agreement time frame will result in additional charges if keys are not returned timely

- CARS obtained from Lot O should always be returned to Lot O (Children’s Learning Center parking lot)

- UNDERSTAND as a University we expect quality service from our vendors, the arrangement of delivery of vehicles to and from our campus is a courtesy, it is not a contracted service

- EXCEPTION TO VEHICLE RENTAL AGREEMENT information
  - Any other contracted rental car companies including Hertz, Avis, and non-local Enterprise travel needs, employee should exercise use of university’s Corporate Travel Card