

RENTAL CAR PROCESS – STEPS FOR ENTERPRISE ONLY

Information

The arrangement of delivery to our campus by Enterprise is a courtesy not a contracted service. While this service is effective and helpful to our campus travelers, the Mane Card Office is just a drop off and pick up point for the keys of the vehicles being rented. The Mane Card Office is not responsible for your reservation or making sure your rental is confirmed. The check point is available to help make the process successful.

- An Enterprise UTS # is required to reserve a rental vehicle (please contact A/P for this #)
- Deliveries to campus are only available for rentals being directly billed to the University
- Enterprise will have vehicles available for reservation to A&M-Commerce employees during university hours of operation Monday – Friday from 8:00 am to 5:00 pm. Vehicles types include cars, trucks, SUV's.
- Rental cost is now based on a shared agreement being utilized at the system level
- Enterprise personnel can be reached on the branch main phone @ 903-454-6004.
- Any special requests, problems or concerns should be directed to the Branch Rental Manager.

Reservation Form and University Process

- Delivery Reservations for A&M- Commerce are to be sent directly to Enterprise-Greenville by emailing your document to enterpriserentacar-0934@ehi.com with at least a 24 hr. notice prior to the expected time of rental(s).
- Mane Card Office / Hours: 8 am to 5 pm / Monday – Friday
Rayburn Student Center, Room 110, 903-468-6022

Additional steps or information needed

1. Complete and return your **rental request form** to Enterprise in Greenville via e-mail or fax (e-mail and fax number provided on the rental form).
2. Create an “E” number for your rental car cost (separate from your estimated expense to traveler) in FAMIS.
3. Enterprise will confirm the rental request (by fax) and deliver the vehicle to one of three parking spaces in Parking Lot 28 (lot located by Children’s Learning Center at Hwy 50 and Loop 178) designated for Enterprise parking.
4. All Enterprise vehicles require a designated hang tag and will be delivered with the tag located on the rear view mirror.
5. The keys to the vehicle will be logged by Enterprise at the time of delivery between 8 am and 5 pm at the Mane Card Office.
6. Renter of vehicle should allow ample time to check out keys during normal business hours of 8 am and 5 pm, Monday – Friday.
7. The department contact making the reservation or the person renting the vehicle will receive a call from Mane Card Office staff or Enterprise staff that the car and keys have been delivered and are ready for pickup.

8. The department contact making the reservation or person renting the vehicle will sign for the car when picking the keys up from the Mane Card Office.
9. It is the responsibility of the renter of the vehicle to know the level of the fuel in the vehicle at the time of possession; however, vehicles should be delivered with a full tank of gas and it is the responsibility of the renter/traveler to return the fuel level back to full. If not returned full, your department will be billed accordingly based on the result.
10. When the trip is concluded, the traveler will return the rental vehicle to the pick-up point (Lot 28) and return the keys to the Mane Card Office.
11. Personal cars may be left in Parking Lot 28 in close proximity of the designated Enterprise parking spots. Faculty or Staff parking permit is required.
12. Area is patrolled and well lit for the safety and security.
13. Mane Card Office staff will check out the keys, which starts the rental agreement clock.
14. Mane Card Office staff will check in the keys, which stops the rental agreement clock.
15. Be sure that you keep the rental agreement paperwork (pink copy) from your traveler for billing record purposes.
16. Mane Card Office staff will notify an Enterprise representative that the car has been returned.
17. Enterprise will pick up the keys and vehicle based on the times stated on the reservation form that was faxed at the time of the reservation.
18. The process is now complete and the process of direct billing will be handled by Enterprise.
19. You will receive a copy of the invoice from Accounts Payable in Financial Services (Ginger Bostick). At this time, you will confirm that the invoice amount is correct and receive it through FAMIS (E# sample: E800234). Once the invoice has been received, send a copy of the invoice stamped with E# and date to Accounts Payable (Ginger Bostick).
20. Repeat process with each car rental request.