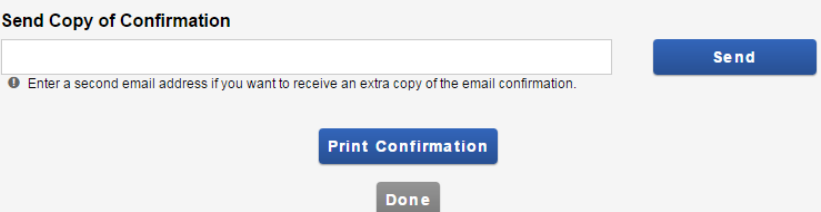


FAQ Updates – August 2017

Reservations with Enterprise & National	
How do I book a reservation with Enterprise/National?	<ul style="list-style-type: none"> • Use Enterprise/National's shared State of Florida reservation portal: https://partner.rentalcar.com/stateofflora • Or you may call the state-dedicated toll-free customer service number at 877-690-0064; reference your organization's discount code when calling. • If you need your dedicated account number, please email DMS contract manager or stateoffloridabrse@ehi.com
How do I contact Enterprise/National about reservations or questions?	<p>For questions about reservations and rates, please call Enterprise/National's shared State of Florida toll-free customer service number at 877-690-0064. The easiest way to make reservations and view rates is at https://partner.rentalcar.com/stateofflora</p> <p>For questions about billing and new account creation, please email the Business Rental Sales Executives at stateoffloridabrse@ehi.com.</p>
What vehicle class should I reserve?	Compact Class should be reserved unless a larger size is approved by your organization. You will receive the vehicle class reserved or a complimentary upgrade. If the renter wishes to upgrade to a larger car at pickup, they will have to pay for an upgrade at the counter. To guarantee a larger vehicle, please reserve the size vehicle you wish to rent.
How do I modify or cancel a reservation?	<ul style="list-style-type: none"> • Go to the State of Florida reservation portal https://partner.rentalcar.com/stateofflora. At the bottom of the reservation screen, select "Existing Reservations" and enter your first name, last name, and reservation number. • You may also call the rental location directly or the State of Florida toll-free customer service number at 877-690-0064.
Where can I rent a car in Tallahassee?	Tallahassee currently has seven rental locations. A list is available on the DMS website at www.dms.myflorida.com/flrentalcarcontract and on the State reservation portal at https://partner.rentalcar.com/stateofflora ; enter "Tallahassee" as the search location.
What account number do I need to use when making a reservation to get the state contract rates?	<ul style="list-style-type: none"> • To set up an account number or to find out if an account number was already created for your organization, please contact Enterprise at stateoffloridabrse@ehi.com, or the DMS Contract Manager.
How do I forward a reservation confirmation to someone else?	<p>On the final booking step in the reservation portal, you can send another person a copy of the confirmation.</p> 

How do I book trips for a combination of business and leisure travel time?	<p>Enterprise/National has the ability to split bill a rental (pay on 2 different cards). Renter should let the rental agent know upon pickup which days are for personal use. The renter also has the option to close out their business rental altogether and re-rent the car for personal use.</p> <p>Enterprise and National will not provide liability and collision/loss damage insurance coverage for Leisure Rentals. Renters, Business Associates and Personal Associates are responsible for purchasing or having in effect such coverage for Leisure Rentals.</p>
Are one-way rentals allowed on this contract?	<p>Yes. Enterprise and National will not charge any drop fee or any additional mileage charge for one-way rentals that occur within the State of Florida. For any out-of-state one-way rentals of 700 miles or less, Contractor will not charge any drop fee or mileage charge.</p> <ul style="list-style-type: none"> • Mileage will be assessed on any one-way rentals out-of-state that exceed 700 miles. A mileage fee of \$0.20 will be assessed for each mile beyond the initial 700 miles of the rental.
Are contractors and other authorized representatives of my organization eligible to rent cars under the contract?	<ul style="list-style-type: none"> • Yes, representatives who you have authorized to travel on behalf of your organization to conduct official business may rent cars. • When picking up a rental car, the authorized representative will be required to present to Enterprise/National written documentation provided by your organization on official letterhead. • Written documentation must state that the authorized representative is approved to conduct official business on behalf of your organization and rent a car.
How do I reserve 12 and 15 passenger vans?	<ul style="list-style-type: none"> • These vehicles are not available on the reservation portal and may only be reserved by email at stateoffloridabrse@ehi.com or by calling the rental location directly. • Please provide 72-hour advance notice.
Two Brands, One Program	
How do I know which brand to use?	<ul style="list-style-type: none"> • You will have access to National and Enterprise at the airport. • You will have access to Enterprise at non-airport locations. Use Enterprise for month-long rentals and specialty vehicles, such as 12-passenger vans, luxury, SUV, minivan, and pick-up trucks. • If the specialty vehicle you need is not available in the portal, email stateoffloridabrse@ehi.com and a representative will find and reserve one for you.
What are the advantages of National?	<ul style="list-style-type: none"> • Complimentary membership in Emerald Club • Counter bypass with Emerald Aisle Service • Choose your own car when you rent – often a complimentary upgrade

	<ul style="list-style-type: none"> • Emerald Club members-only counters with pre-printed rental agreements • Rewards – free rental credits or frequent flyer miles • Special offers and travel discounts
What are the advantages of Enterprise?	<ul style="list-style-type: none"> • Free customer pickup and drop-off within 10 miles of the local branch with a 24-hour advance notice • Enterprise provides a vast network of home-city locations to service your off-airport needs. • Recognition – Emerald Club members are recognized at all U.S. Enterprise locations and earn points towards free rental days (details to come).
Emerald Club Membership	
What is the Emerald Club?	<ul style="list-style-type: none"> • Emerald Club is the loyalty program providing members with exclusive benefits and privileges to make renting faster and easier. • Members with a reservation for a midsize or larger car at a National location can bypass the rental counter and proceed to the Emerald Club Aisle where they may simply select any vehicle – midsize or larger. Regardless of the vehicle selected, a member pays only the midsize rate. • Take the virtual tour at www.emeraldaisle.com/video • The Emerald Club rewards travelers with three tiers of privilege: Emerald Club, Emerald Club Executive, and Emerald Club Executive Elite.
How do I enroll in the Emerald Club?	You may enroll online through the shared State of Florida portal at https://partner.rentalcar.com/stateofflora . If you experience difficulty, call Enterprise Account Manager Danny Grosenbaugh at 850-296-9002.
How do I earn Emerald Club rewards at Enterprise?	<ul style="list-style-type: none"> • Enter your Emerald Club number when you reserve a vehicle. • Members of Emerald Club enjoy faster reservations, quicker rentals, and member discounts at Enterprise. • Leisure rentals earn rental credits toward higher status and free rental days. • At this time, any free rental days earned must be redeemed at a National location.
What if I am already an Emerald Club member?	<ul style="list-style-type: none"> • If you are already an Emerald Club member, simply email your Emerald Club membership number to the dedicated Account Development Representative (stateoffloridabrse@ehi.com). • Please make sure the words “<i>Match to State of Florida Program</i>” are in the subject line.
May I rent for personal travel with my Emerald Club membership?	<ul style="list-style-type: none"> • Yes! Your Emerald Club membership is valid for all of your rentals with National and Enterprise whether for business or leisure use. • Leisure rentals do not include insurance coverage (damage waiver and liability protection). • Be sure to reference Account Number: XZ5550A.
May I use Emerald Club rewards for leisure travel?	Yes, using Emerald Club rewards for leisure travel is allowed under the contract.

What is the “Emerald Club Source Code” I see when I attempt to enroll in the Emerald Club?	This number is pre-populated in order to tell the system that the person enrolling is a state contract customer. Please ignore and do not change this number.
How should my name be entered when I enroll in Emerald Club?	Enroll in the Emerald Club and book reservations using your legal name as displayed on your driver’s license.
Refuel Policy	
What is the refuel policy with Enterprise/National?	<ul style="list-style-type: none"> • To avoid fuel charges, return the vehicle with the same level of fuel received at the time of check out. • Because airport locations have on-site fueling stations, all rentals from the airport will have a full tank. • Enterprise is required to provide a minimum half tank of fuel at checkout at all non-airport Florida locations, and quarter tank at non-Florida locations. • For business rentals DO NOT accept vendor’s prepaid fuel option. Fuel price per gallon is set and updates monthly, to see current price per gallon see contracts page under rates and other charges. • For leisure rentals you may choose to accept the vendor’s prepaid fuel service option or not.
Payment Methods	
What payment options are available?	<ul style="list-style-type: none"> • You can pay for rentals using a purchasing card or a personal credit card. • Direct billing can be accomplished with a purchasing card if setup with Enterprise/National.
How do I setup direct billing with a purchasing card for my organization?	You can setup a direct billing account with a purchasing card for your organization by contacting the dedicated Account Development Representative at stateoffloridabrse@ehi.com . State agencies should contact their agency’s purchasing card administrator for approval before choosing this option.
How do I make a reservation for another traveler and have it billed to my P-Card?	<ul style="list-style-type: none"> • A Direct Billing Number will be required. You can request a Direct Billing Number by completing the Electronic Billing Application. Please email stateoffloridabrse@ehi.com to request this application. Please note process may take several days to complete. <p>Once you receive your Direct Billing Number, you will be sent a step-by-step guide for setting up reservations with your Direct Billing Number.</p>
What if I made a reservation before my billing number was issued?	You can contact Enterprise/National to have your Direct Billing Number associated with any existing reservations. Email stateoffloridabrse@ehi.com .
May I rent with my personal credit card?	Yes, but Florida sales tax and surcharge will be applied to the rental.
May I rent with my personal bank-issued debit card?	Yes, but there are additional requirements including a \$200 deposit and residency verification. Please contact the local rental location for their debit card policy.
Additional Charges & Tax	
Will I be charged Florida sales tax and surcharges for business rentals?	<ul style="list-style-type: none"> • Florida sales tax and the \$2 per day Florida surcharge will show on your reservation and on the website during booking. The tax and surcharge will be removed at the counter by the rental agent if the rental is for business use and paid for by PCard or assigned Direct Billing Number.

	<ul style="list-style-type: none"> Taxes are only removed for rentals originating in the State of Florida. Taxes will be charged if paid by personal credit card even if you are being reimbursed for the rental by your agency
Is Enterprise/National allowed to charge me a Vehicle Licensing Fee and Tire & Battery Fee?	<ul style="list-style-type: none"> A Vehicle Licensing Fee (VLF) and Tire & Battery Fee (TBF) will appear as separate line items on your invoice. Enterprise/National is not permitted to charge these fees in addition to the base rental rate and, and if charged, must deduct these fees from the base rental rate. Example: Compact Daily Rate = \$25.55 Compact Daily Rate with VLF (\$0.69) and TBF (\$0.02) deducted = \$24.84
Why am I charged additional fees when I rent from at an airport?	When renting from airport locations, your rental will be subject to mandated concession fees and facility charges. For a list of mandated airport fees, please visit contracts page under rates and other charges. www.dms.myflorida.com/flrentalcarcontract .
Will I be charged taxes and additional fees when I rent in other states?	Yes, your rental will be subject to any taxes and fees mandated by other state or local governments.
Who should I contact if I have questions about charges or need a refund?	Please email the Enterprise/National account representative team at stateoffloridabrse@ehi.com .
Pickup Tips & Suggestions	
How long will the pickup process take once I arrive at the rental location?	<ul style="list-style-type: none"> Emerald Club Members should anticipate a wait time of no more than 5 minutes to pick up their car because the majority of their personal information is in their member profile. <p>All other renters should anticipate a wait time of no more than 10 minutes to pick up their car with an advanced reservation.</p>
Who must be present to rent the car?	At the time of pickup, the primary renter must be present at the rental location to receive the car. The primary renter is the person whose name appears on the reservation and who will sign the rental agreement and pay the rental charges.
Are additional drivers allowed to operate the vehicle?	<ul style="list-style-type: none"> Yes. There is no charge for additional drivers, provided they are business associates or personal associates (members of the same household as the primary renter and over the age of 25). Additional drivers do not have to be present to be added on the rental agreement.
Are there age restrictions on vehicle rentals?	<p>For business use:</p> <ul style="list-style-type: none"> Renters 18 and older may rent all contracted vehicle classes, except passenger vans. Renters 21 and older may rent all vehicles. <p>For leisure use:</p> <ul style="list-style-type: none"> Renters under 21 may NOT rent a car. Renters 21-24 year olds may rent sedans. Renters 25 years and older may rent all vehicle classes.
What do I need with me to pick-up the car?	Renters will need their valid driver's license, State identification badge and a valid form of payment when paying with credit card; additional verification is required when paying with a debit card.
May I park my personal car at the rental location?	<ul style="list-style-type: none"> Airport locations: Parking is available per airport terms. Non-Airport locations: Limited parking may be available on a case-by-case basis with preapproval by the rental location.

	"We'll pick you up" service is encouraged for these locations.
How do I arrange for the free "We'll pick you up" service?	This service is available at Enterprise non-airport locations. Contact the Enterprise location at least 24 hours prior to your reservation to arrange. This service is limited to a 10-mile radius of the Enterprise location.
What if I want to combine my business and leisure travel and have the billing split between two forms of payment?	Proceed with booking a business reservation. At the time of pickup, tell the rental attendant which days of the rental are for leisure use. Renters are to provide two separate forms of payment to pay for business and leisure travel.
Return Tips & Suggestions	
Who can return my rental car?	A business or personal associate may return the vehicle on behalf of the primary renter.
How do I get a copy of the receipt?	<ul style="list-style-type: none"> • Renters are provided a rental receipt upon each return either in person or sent to the email address on file. • Emerald club users are emailed receipt within 30 minutes of return. • You can also have a copy sent to you by calling: 1-800-468-3334 or emailing stateoffloridabrse@ehi.com and providing renter name and rental agreement number.
In what condition does the car need to be returned?	Routine dirt and minor trash is to be expected. Detailing fees are assessed if the vehicle is returned in an unreasonably dirty condition, i.e., smoke smell, stains, or excessive pet hair.
Toll Payment	
How do I pay for tolls when renting from Enterprise/National?	<p>If renter has a SunPass transponder:</p> <ul style="list-style-type: none"> • Renter may use their own SunPass transponder when traveling in an Enterprise/National car. <p>If renter does not have a SunPass transponder:</p> <ul style="list-style-type: none"> • Enterprise uses a plate pass recognition system; when driving through designated toll lanes, renters are automatically enrolled in the TollPass service. • A third party, the Highway Toll Administration (HTA), will charge your credit/debit card for all tolls plus a TollPass Convenience Charge (TCC) of \$3.95 for every rental day you generate a toll using the TollPass service. The TCC will not exceed \$19.75 for the entire rental period. • <u>Tolls will be charged to the credit card on file 2-4 weeks after the rental.</u> <p>Further questions can be directed to TollPass at 877-765-5201 or www.htallc.com.</p>
Insurance Coverage	
Should I select the optional insurance coverages offered by Enterprise and National?	<ul style="list-style-type: none"> • If you are renting for business use, do not accept any of the optional insurance coverages when you enroll in the Emerald Club or when you pick up the car and sign the rental agreement. These coverages are included in the state contracted rates and are automatically included on all business rentals. • If you are renting for leisure use, these coverages are NOT included, but can be added to your reservation at your expense.

<p>If I am involved in an accident and my rental includes insurance coverage, what documentation should I give law enforcement as proof of insurance?</p>	<ul style="list-style-type: none"> • A "self-insured card" should be in the glove box of each Enterprise/National rental vehicle. • If the "self-insured card" card is not in the glove box, the pink or carbon copy of your rental agreement will suffice.
After-Hour Returns	
<p>May I return my car after the Enterprise/National rental location has closed?</p>	<ul style="list-style-type: none"> • Many Enterprise/National locations have a drop box for after-hour returns. Please contact the location where you plan to return the vehicle to verify the after-hour return procedures for that location. Be sure to note your date and time in, odometer reading, and fuel level before dropping keys and contract in after-hours return box. • You also have the option to return your car to airport locations, which are usually open each day until midnight.