

Enterprise, National, and the Commonwealth of Virginia: Rental Process – Frequently Asked Questions

How do I book a reservation?

- Visit: <https://partners.rentalcar.com/comva/>
- Select State Contracts Rentals tab – Click book a business travel reservation
- Select your agency if you need billing set up contact Sarah Corey at Sarah.Corey@em.com
- Please enter custom billing number at the end of reservation if you need the rental billed back to the agency.
- For all Commercial Truck requests please contact Sarah.Corey@em.com

Who can book reservations?

- All Commonwealth of Virginia employees — Full- and part-time Commonwealth employees, City and County employees, and students at state colleges and universities conducting business on behalf of the state entity (with department approval).
- Contract Number to reference from DGS is CTR006025 and account number to use when renting is XZ21CVA
- Mileage reimbursement savings and reduction to exposure. Please click on Mileage Reimbursement Policy tab on <https://partners.rentalcar.com/comva/> to take you to the DGS mileage calculator to see what would be less expensive for the Commonwealth of Virginia agency.

How should a renter choose between brands?

- Use the Enterprise brand when renting off-airport or at suburban locations and for pick-up services.
- Use the National brand when renting at the airport and for one-way rentals, airport to airport.

What are the benefits of booking with National Car Rental and Enterprise Rent-A-Car?

- Special negotiated rates for all car classes.
- Damage Waiver included on all business rentals.
- 24/7 Roadside Assistance.
- Complimentary Emerald Club membership.
- Award-winning customer service.
- One Account Number for both brands
- Commercial Truck rate agreement for light and medium duty trucks or box trucks.

What payment method should I use for business travel if I want the agency to pay?

- A department-approved State P Card
- Your agency's Billing Number provided by your agency management.
- If your agency does not have a Billing Number and would like direct billing, please have your Accounting Department contact Sarah.Corey@em.com Please allow 5-7 business days to complete.

Does my negotiated rate include insurance coverage?

- Business Rentals include Damage Waiver (DW) and third-party liability protection.
- DW relieves eligible renters and authorized drivers from financial responsibility for loss of or damage to the rental vehicle.
- Note that the DW is subject to the terms and conditions of the applicable rental agreement.
- Liability protection covers the renter and authorized drivers against claims (e.g., property damage, bodily injury, etc.) brought by third parties at the combined limit of \$1,000,000.

What payment method should I use for personal travel?

- Personal rentals do not include coverage (Damage Waiver and liability protection) and can be made via enterprise.com or nationalcar.com.
- When making a personal reservation you must provide your personal credit card for payment.
- Be sure to reference Account Number **CV00000** for leisure and personal rentals.

What if I need a one-way rental?

- We recommend using National for all one-way travel, airport to airport.
- National offers one of the most extensive one-way rental networks in the industry, allowing you to rent at one location and return to another while only paying the flat daily rate with no additional mileage fees or one-way charges. A list of these Local Rate Zones can be provided upon request.
- One-way rental availability is determined at the time of reservation.
- For one-way travel outside of National's Local Rate Zones, mileage fees and one-way charges may apply.
- Enterprise offers a one-way rental solution at airports and select home-city locations. More information can be provided upon request.

What if I need delivery and collection?

- With minimal time restraints, the Enterprise "We'll Pick You Up" service is available to our customers. With a 24-hour notice, we will pick up an employee at any home or business address.
- In certain situations, Enterprise locations can deliver vehicles to a business address. We will require a 24-hour notice; the notice may increase during peak travel seasons. The local Enterprise branch will work closely with you to meet your delivery needs and a fee would apply.

How far in advance should I make my reservation to ensure a rental?

- We recommend customers reserve a vehicle with their Account Number and Emerald Club member number at least 72 hours in advance.
- Specialty vehicles or vehicles rented within peak times may require more notice.

What if I need a rental before your operating hours?

- Schedule the reservation for pick-up the night before.
- Rates are calculated on a 24-hour period, beginning with pickup and ending with vehicle return.

Can I request a smoke-free vehicle?

- Yes, all Enterprise and National vehicles are required to be smoke free
- State employees will receive a smoke-free vehicle, if you do encounter a vehicle that has been smoked in, please contact the local manager for an immediate resolution

How do I contact Customer Service?

- Enterprise: 800-264-6350
- National: 800-227-7368

Who can I contact for assistance?

- Your in-house travel manager, agency management, or any of the contacts listed below:
- Account Development Representative: For receipts, invoice questions, extensions at adnortheastsupport@ehi.com
- Commonwealth Support: Sarah.Corey@em.com
- Contract Contact: Kevin Sevilla; Sales Manager; Kevin.J.Sevilla@ehi.com; 954-260-3577
- Contract Contact: Brian Theisen; Sales Director; Brian.D.Theisen@em.com; 952-242-7191
- Northern Virginia Contact: Taylor Turner; Account Manager; Taylor.M.Turner@em.com; 540-903-5248

What locations are available in the Commonwealth of Virginia?

- Enterprise and National have a vast network of airport and home-city locations to handle all your car rental needs.
- Enterprise Rent-A-Car locations and hours of operations: <https://www.enterprise.com/en/car-rental/locations/us/va>
- National Car Rental locations and hours of operations: <https://www.nationalcar.com/en/car-rental/locations/us/va>
- Enterprise Truck Rental locations and hours of operations: https://www.enterprisetucks.com/truckrental/en_US/locations

Enterprise Contact Information

- Enterprise Customer Service: 800-264-6350
- Enterprise General Reservations: 1-855-266-9289

National Contact Information

- National Customer Service: 800-227-7368
- National General Reservations: 844-382-6875

Emerald Club Member Services: 800-962-7070

Enterprise:
Total Transportation Solution



National:
Premium On-Airport Solution