

## ENTEPRISE RENT-A-CAR FREQUENTLY ASKED QUESTIONS:

**Q. What if I'm asked for a BILLING NUMBER or CORPORATE DISCOUNT CODE?**

A. If you are authorized for billing privileges and check yes, please contact the Business Office for the billing code or Corporate Discount Code.

**Q. What is the advantage to adding Enterprise Rent-A-Car® as a preferred supplier?**

A. Enterprise® has more than 7,000 locations throughout North America. This allows you the ability to rent in your neighborhood, at work, and even at airports. This convenience can also save you from having to drive your own vehicle or going to an airport location to pick up a car for local travel.

**Q. Why rent a car from Enterprise® instead of getting reimbursed to drive my own vehicle?**

A. Jefferson College will save money on travel by reducing mileage reimbursement, reduce insurance and liability risk, and gain a cost-effective alternative to expensive reimbursement.

**Q. How do I schedule pick up service from Enterprise®?**

A. You can book through [www.enterprise.com](http://www.enterprise.com), by calling 1-800-Rent-A-Car, or by calling the local branch directly at 636-931-1976.

**Q. Do I accept insurance?**

A. Enterprise® has the Jefferson College insurance certificate on file. You should decline the insurance protection offered by Enterprise® since this coverage is included in the College's insurance plan. If the rental is being used for non-business use, you may want to verify coverage with your personal insurance carrier.

**Q. What is the Enterprise® refueling policy?**

A. Enterprise® has a very simple refueling policy: Bring back the vehicle with the same amount of fuel as when the rental originated. If the fuel is short of the originating amount, there will be a fuel charge above the market value to replace the fuel. This varies by market since fuel prices vary by city and states.

**Q. What is the age restriction for business travel?**

A. Enterprise® requires all drivers to be 21 years or older.

**Q. What is required when obtaining the car?**

A. A valid driver's license is required when renting a vehicle. Based on location, when traveling outside of this region, pre-payment may be required. For travel outside of St. Louis, or when renting a car for personal use, please contact the local branch with questions pertaining to debit/credit/cash payment procedures.

**Q. If a reservation is made, but not used, is there a no-show charge?**

A. There will not be a no-show charge.

**Q. Are one-way rentals allowed?**

A. One-way service is available within the limits of the St. Louis, Southwest Illinois, and Southern Missouri area. One-way service is also available in California, Texas, and Florida.

**Q. What is the claim process if an employee has an accident with an Enterprise® car?**

A. Please contact the local office where you rented the vehicle and they will fill out an accident report. Should you need roadside assistance, please contact 1-800-Rent-A-Car. If the car is being used for personal use, please contact your insurance company.