



Frequently Asked Questions Enterprise & National Car Rental Contract

The Clemson University contract provides set rates for business use and will be honored at all National Car Rental and Enterprise Rent-A-Car locations globally when using account number XZ26087.

THIS CONTRACT IS MANDATORY FOR RENTALS ORIGINATING IN SOUTH CAROLINA & PRIMARY FOR RENTALS ORIGINATING OUT-OF-STATE

1. How can I rent a vehicle from Enterprise using the Clemson University Contract?

All reservations must be made through Concur or Anthony Travel for both in-state and out-of-state. For local requests with less than 24-hour notice or special vehicle requests (minivans, large SUVs and 12/15-passenger vans), contact the Seneca Branch.

2. Where is the Enterprise Office supporting the Clemson University vehicle rental contract?

Seneca, SC Branch

204 Bypass 123

Seneca, SC 29678-0824

Branch Phone #: (864) 888-1115 – Press * at the prompt to be transferred directly to a person.

Branch Email: EnterpriseRentACar-265N@ehi.com

Hours: Monday – Friday, 8:00AM – 6:00PM and Saturday, 9:00AM – 12:00PM

There is no longer an Enterprise location on campus. You still have the option to drive to the Seneca branch and pick up your rental or schedule an Enterprise pick up (see below).

All rental vehicles need to be picked up at the Seneca Branch during the above hours and rental charges begin upon the traveler taking possession of the vehicle's keys. Any exceptions would need to be discussed with the rental branch in advance of the reservation time.

3. Will Enterprise pick me up?

Yes, our free pick-up service is available at non-airport locations and during normal business hours for reservations made at least 24 hours in advance. To schedule your pickup time or make additional arrangements, please call your local rental office directly. Once picked up and back at the office, a friendly rental representative will complete your paperwork and have you on the road in no time.

The pickup location on campus is at the Clemson Motor Pool parking lot, located on the main campus behind Fike Gym. Once your reservation is made, contact the rental branch to confirm pickup. On the day of your reservation contact the rental branch 30 minutes to confirm you are ready to be picked up. Branch Phone #: (864) 888-1115 – Press * at the prompt to be transferred directly to a person.

Please note:

- Our rental offices are happy to pick you up, but they do not deliver vehicles.
- If renting from an airport location, our offices are either in the terminal or a short shuttle ride away.
- Due to security regulations, our non-airport rental locations cannot pick you up or drop you off at an airport.
- Due to no-shows, our local rental offices can only schedule confirmed pickups.

4. Will Enterprise give me a ride back to campus?

Yes, Enterprise provides return rides during business hours, usually within 30 minutes. The next available driver can take you back to campus from the Seneca location or to your preferred destination within the branch's territory.

5. What if I need to return a vehicle after Enterprise is closed?

The Seneca location has a drop box. The Seneca office drop box is located on the right side of the building. You may park the vehicle anywhere on the lot and place the keys in the drop box. The vehicle will be checked in at the beginning of the next business day.

If there is a change in the return time when the office is closed, please email EnterpriseRentACar-26CU@ehi.com or leave a note with the keys so the charges can be adjusted accordingly. In the event the vehicle will be returning over the weekend, it is the renter's responsibility to state when they will be dropping the vehicle to an Enterprise representative prior to the vehicle check in.

6. How do I obtain my receipt?

Receipts are available online (link below) for 360 days, beginning 48 hours after returning the vehicle. Emerald Club and Enterprise Plus members will automatically receive a receipt when the rental agreement is closed. <https://www.enterprise.com/en/reserve/receipts.html>

7. How do charges accrue during the rental?

All rental charges begin immediately when the renter takes possession of the rental vehicle unless other arrangements have been made with the rental branch. Rental charges stop at the time the vehicle and keys are returned to the office.. If a renter returns while we are closed, the charges stop when the branch checks the vehicle the following morning. Each rental day is based on 24-hour clock. If a renter starts their rental at 9am, they have until 9am the following day before an additional rental day charge would begin.

8. Do I have insurance coverage through the university contract with Enterprise?

Yes. The Clemson contract includes full Damage Waiver (DW) and Liability Protection that alleviates travelers from financial responsibility for loss or damage to the rental vehicle. This coverage is applied automatically when using the Clemson account number XZ26087 and only applies to business use rentals in the U.S. and Puerto Rico. No additional coverage is required.

9. Who are the approved drivers?

University employees above the age of 18 with a valid driver's license are approved drivers. On infrequent occasions, there may be a need for non-University employees or students to drive rental vehicles in support of Clemson University official business, i.e. a permissive user. Any such driver, not a University employee or student, must be accompanied by a University employee. An example would be when a Clemson University employee attends a conference with another University employee. If a University employee does not accompany a permissive user, the University department making the reservation request must provide the rental vehicle vendor with written documentation about the nature of the request, prior to the vehicle rental.

Also, in accordance with contracts between Clemson University and contractors for the University Bookstore (Barnes & Noble) and University Dining Services (ARAMARK), these contractors are authorized to rent vehicles from Enterprise at the University rate to meet their commitments to Clemson. Billing will be directly to these contractors.

If a driver needs to be added, you can stop by any Enterprise office in any state and add a driver. The driver will need to provide an Enterprise Representative with their driver's license.

10. Explain campus parking with the rental vehicles.

Renters have 2 options for parking rental vehicles on campus. The University has requested that travelers use their own campus parking permits and place them in the rental vehicle. If a traveler does not have a personal permit, University Parking Services has provided Enterprise Rent-A-Car hang tags to distribute for campus parking for the rental period. These tags must be returned upon return of rental vehicle.

During football home games all vehicles must be removed from the Motor Pool parking lot prior to Saturday games. All vehicles left on lot will be towed. If towed, this will fall to the responsibility of the renter.

11. Do we have discounted rates for personal use?

Yes! Faculty and staff can receive Clemson rates using account number 26A1654. Use this link to book personal cars – <https://elink.enterprise.com/en/clemson.html>

Personal use rental rates do not include any insurance coverage but can be purchased for an additional fee. If you have any questions regarding transferring your personal auto insurance coverage, please contact your insurance agent. Reminder – DO NOT charge personal rentals to departmental direct bill accounts. If making a personal rental, the user is responsible for paying all costs directly to Enterprise.

12. Can I use my Emerald Club free day on an Enterprise rental?

Yes. Emerald Club members can redeem their free days at participating Enterprise Rent-A-Car neighborhood locations in the U.S. and Canada by calling 844-643-5085.

13. How do I make a reservation?

Rental cars must be booked using the booking tool within the designated travel system; or travelers may utilize the University's travel management company (TMC), who is authorized to book within the designated travel system on the traveler's behalf. All reservations should be in the name of the individual that will pick up the rental vehicle. Please select a specific time when you will be picking up the rental vehicle. If your pick up time needs to be changed, please contact the rental office directly or change your pickup time in Concur.

14. How do I pay for a rental vehicle?

Refer to [Clemson Travel Policy](#) for payment guidelines.

15. Is a Deposit Required When Renting a Vehicle in the US and Canada?

A deposit applies when a credit card is used to book the vehicle. Direct bills are not subject to a deposit. The deposit amount varies by location. For more details, by choosing your rental location, dates and times. Once on the "Choose a Vehicle Class" page, click on "Terms & Conditions/Policies", located in the top right corner, and then click on the "Renter Requirements" policy.

16. Explain fueling of rental vehicles.

At all National and Enterprise airport locations, vehicles are provided with a full tank of gas. At off-airport locations, vehicles may be provided with less than a full tank of gas. Both National and Enterprise offer our renters several refueling options. Refueling rates vary by location, and the option selected. Travelers may choose one of the following:

Option A. Prepay at all airport locations and select off-airport—At the time of rental pick up, renters may purchase a full tank of gas at competitive industry pre-purchase fuel prices. Just ask the rental agents for the Fuel Service Option (FSO).

Option B. We refuel—The renter will be charged the refueling rate based on current self-service, per-gallon pricing, plus a fee of up to 50 percent. Corporate locations will cap the maximum refueling charge at \$2 per gallon above current full-service, per-gallon pricing.

Option C. You refuel—The renter replaces all gallons used before returning the vehicle to avoid all refueling charges.

A P-Card cannot be used for fuel, however travelers may opt to refuel using a personal credit card as fuel is a travel expense for which a traveler can be reimbursed.

The State has approved our request to fuel rental vehicles at the University Transportation Service's fuel station. Also, the State *Wright Express Fuel Card (WEX Card)* will now be available for use with rental vehicles requiring on the road fueling during long trips.

17. What are the different types of vehicles available through Enterprise?

Enterprise & National carry a wide range of vehicles from which to choose, i.e., economy size vehicles to trucks and vans. Most of these vehicles can be reserved via the normal online reservation process. If a vehicle is not listed as available to be reserved online, please contact your local Enterprise office.

Enterprise Rent-A-Car (local and "Home City" rentals) -- The Clemson contract requires Enterprise provide the car class reserved but specific makes or models. For example: If you reserve a midsize car, you will get a midsize car, but this does not guarantee you will receive Toyota Corolla.

National Car Rental – Emerald Club members can reserve and pay for a midsize car and choose any vehicle from the Emerald Aisle at most major airports in the U.S. and Canada. Executive level members are guaranteed a Full-Size vehicle at the midsize price.

18. How Can I Obtain Payment Information or a Copy of a Receipt for My Toll Charges?

Go to <https://www.htallc.com/tollpass> to access the Highway Toll Administration website.

Once on the site, in the lower right-hand corner you will find an option that states: "View Receipt and Online Payment Options." After you have clicked the "Learn More" button, you will be taken to the "Locate Your Statement" page.

To locate your statement for a specific rental, you can enter your Last Name and the Contract (or Rental Agreement) number. Then click on "Find Statement." If you do not know the Contract number, you can use your Last Name and the first six digits and last four digits of your credit card number. Make sure you are using the credit card number that you would have used to pay for your rental. Then click on "Find Statement".

Once you have located your statement, you can view the individual tolls accumulated during your rental.

Want to sign up to automatically receive toll receipts to your email?

Once on the "Locate your Statement" page, you will see a link to the right of the "Find Statement" link that states: "Auto-Receipt Sign Up".

Click the link and then enter the required information. Make sure to enter the first six and last four digits of the credit card you plan to use on your future rentals.

19. Can I rent a 15-passenger van?

Yes, Clemson University employees can rent up to 15-passenger vans. The Seneca Enterprise location does not carry an unlimited supply of 12 and 15-passenger vans, so please contact the rental branch to book these as soon as possible.

20. Can I rent a vehicle capable of towing?

The Seneca Enterprise office does not carry towing capable vehicles. Towing capable vehicles can be rented through Enterprise Commercial Truck locations. Refer to Clemson Travel Office for truck rental needs.

21. What if I need to make a cancellation?

If you must cancel an existing reservation, please provide at least a 24-hour notice. There is no cancellation fee; however, a cancellation notice is helpful in allowing Enterprise to better serve all University travelers.

22. How are parking tickets handled?

Travelers are responsible for any parking tickets or moving violations received during the rental period.

23. Are extra keys available for the rental vehicles?

Enterprise offices only carry one set of keys per vehicle and that set is issued to the renter. If the keys are lost by the renter, the cost of replacement keys and any other related costs, such as vehicle towing, is the responsibility of the renter. Enterprise does offer Roadside Assistance for an additional cost per day that will alleviate your responsibility if keys are lost or if there is any other roadside issue.

24. What do I do if I need emergency road service?

Customers in need of emergency road service in the United States and Canada may call a dedicated 24-hour roadside assistance line. Instructions for contacting the roadside assistance line are included in the rental agreement provided at the counter.

Emergency road service is available to assist renters when they lose their keys, get flat tires, are involved in accidents, or experience mechanical failure.

Enterprise 24-Hour Roadside Assistance
1-800-367-6767 OR 1-800-307-6666

Service Fees

Renters are responsible for the proper operation of their rental car including safe keeping of keys and supplying their own fuel. In the event of lost keys or an empty gas tank, we will gladly provide assistance; however, renters may be responsible for service fees.

Response Time

Because each client's needs are distinct it is very difficult to provide specific response times for service. For example, in a metropolitan area, tire changes, lock out assistance, or jump starts generally takes 45 to 90 minutes. Assistance in remote areas could require a longer response time. The traveler will receive an ETA when reporting their need for assistance.

Service Providers

The majority of our rental locations enlist Allstate and AAA to aid travelers in need of roadside assistance; however, Enterprise Rent-A-Car utilize a variety of local and nationwide roadside assistance providers based on need and location.

Replacement Vehicles

When a replacement vehicle exchange is necessary, the Roadside Assistance department will identify the closest location to the point of disablement. A tow provider will be dispatched to exchange vehicles with the traveler. All service for the disabled vehicle will be addressed by National or Enterprise.

In addition, all University travelers are required to contact Clemson University Risk Management (864-656-3354) immediately in the event of an accident.

25. What should I do if I am involved in an accident?

- a. Call the police.
- b. Accidents should be immediately reported to the office where the vehicle was rented. If the office is closed, call Roadside Assistance. If you are unable to contact the renting office at the time of the incident, the accident should be reported within 24 hours (or next business day).
- c. The renting branch will obtain the required information from you and complete an Accident Report.
- d. If possible, document the accident site with photographs.
- e. Renter must immediately deliver to the office where vehicle was rented every process, pleading or paper relating to any claims, suits and proceedings arising from such accident.
- f. The renter should also capture information on all parties involved in the accident and provide this information to the rental location and/or Roadside Assistance.
- g. Renter shall provide personal insurance information, if requested.
- h. In the event of a claim, suit, or legal proceeding, the renter and driver shall cooperate fully with the renting branch.
- i. The traveler must return the vehicle to the rental office as soon as possible.
- j. If the vehicle is not drivable (or was towed), the tow company information should be provided to the rental location or Emergency Road Service.
- k. The rental office will document all damage to the vehicle and process an incident report to the Damage Recovery Unit (DRU). DRU is responsible for the handling of the claim through to resolution. DRU will pursue all avenues available for collections depending on the unique circumstances surrounding the account and the loss.

26. What if I need to contact an Enterprise employee about a rental complaint?

Any employee at Enterprise would be able to help you with any questions/needs you have. The best contact for any traveler is typically the Branch Manager at the office from which they rented the vehicle.

If a complaint cannot be resolved at the original renting location, contact our Account Manager, Jason.Rials@ehi.com and provide your rental agreement number and your concern.

Best Practices when contacting Account Support:

These practices allow Account Support to work items faster and improve the turn-around time. We do have tools that help us identify some Account specifics, but the more details the better.

- Include in the **Subject Line of the email** your Account Name and Account # (Sometimes referred to as CD or CID #)
- Use 'High Importance' emails for emergency requests needing quick resolution
- If the traveler is at the counter, please contact your corporate Account Manager
- Unless marked 'High Importance,' all requests will be worked in a First In/First Out order
- Include as **much detail** and/or specific instructions as possible:
 - Traveler Name
 - Reservation Number (Res)
 - Rental Agreement Number (RA #)
 - Billing Account (BA)

Contact Information:

Monday - Friday: 8am-5pm EST

Email: SoutheastAccountSupport@em.com

Phone: 833-369-1092

Visit <https://www.enterprise.ca/en/help/faqs.html> for more information.