

Enterprise Rent-A-Car Rental Requests

9/15/2015 Update

Local branch office

2957 Four Wheel Drive

Lawrence, KS 66047

Office: 785 842-8040

Branch Manager: Eric Waterman

Hours: Monday thru Friday 7:30 a.m. to 6:00 p.m. AND Sat 9:00 a.m. to Noon

Effective March 1, 2014-KU Facilities Services will no longer be supporting the vehicle rental service. From this date forward, we will be utilizing our existing partnership with Enterprise Rent-A-Car to support the vehicular rental needs of the university. The following detailed information will aid you in renting a car for "official university/state business".

1. All KU Employees must have a valid Driver's License, and a KU ID to rent a vehicle. Enterprise may ask to confirm at any time.
2. DCM has set up an account using our departmental P card. Rental requests are activated as follows:
 - a. Make reservations on line at www.enterprise.com
 - b. Enter account number **KU992** where it asks for Corporate ID / Coupon
 - c. When it asks for a PIN number enter **KUD**
 - d. Proceed with making your reservation
3. Enterprise vehicles are guaranteed with a 24 hour advance notice. If a vehicle is needed within 24 hours, Enterprise will make every effort to have a vehicle available, but cannot guarantee vehicles less than 24 hours. Enterprise asks for three (3) business days' advance notice on reservations for specialty vehicles, minivans, large sport utility vehicles and 12-passenger vans. Requests for Cargo Vans and 12-Passenger Vans must contact the Enterprise Office directly at: 785 842-8040. **NOTE: PER KU POLICY-ONLY 9 PASSENGERS ARE ALLOWED IN A 15 PASSENGER RENTAL VAN. PLAN ACCORDINGLY.**
4. Wheelchair accessible vans are available, but **not** from Enterprise. Enterprise outsources this service to United Access in Lenexa. Deal directly with United Access when a van is required.
 - Allow 1-2 weeks' notice
 - Business hours are 8-5 M-F and by appointment on Saturdays
 - Daily Rate is \$115
 - Rate includes 125 miles per day. Extra miles are \$.35/mile
 - Phone is 888-939-1010 or 913 894-8080**"NO CALL/NO SHOW" a late fee charge of \$10.00 will be applied accordingly.**
5. Changes to reservations – After a reservation has been made, changes to reservations can be made online using the confirmation number.
6. Cancellations – contact the Enterprise office directly at: 785 842-8040
7. Pick up Service – Enterprise will provide the option of on-campus pickups with a 30 minute advance notice. Notice must be given to the local branch directly at 785 842-8040.
8. Kansas Plates – Enterprise can no longer guarantee that vehicles rented by KU will have Kansas plates. Enterprise recognizes that vehicles with KANSAS license plates are preferred for certain KU travel such as recruiting trips. If a KS-tagged vehicle is required, please request this in writing and make your reservation at least two weeks in advance. Enterprise cannot guarantee this service unless this specific request process is followed and confirmed by Enterprise. Requests for renting a vehicle with KS tags for less than a month will be denied.
9. Fuel – All vehicles will be provided with a full tank of gas upon rental. Upon return of vehicle, KU employees must fill the tank. If returning prior to 5:00 p.m. you may sign out the department P-card and charge the fuel fill, or be reimbursed after using your personal credit card. If you do not replace the fuel we will be charged a Post Paid Price which is usually \$1.00 more than the local pump price. **Please make every attempt to fill the tank prior to return.**

Rates and Types of vehicles offered:			
	Daily	Weekly	Monthly
Full-size sedans	\$ 34.25	\$ 172.05	\$ 575.00
Minivans	\$ 48.25	\$ 258.02	\$ 750.00
12-p Vans*	\$ 80.00	\$ 400.00	\$ 999.00
Pickup Trucks	\$ 51.00	\$ 255.00	\$ 1,020.00
Cargo Vans*	\$ 41.40	\$ 207.00	\$ 828.00
Full Size SUVs	\$ 86.00	\$ 485.00	\$ 999.00
*requests for Cargo Vans and 12-Passenger Vans must be made with the local Enterprise Office directly at 785 842-8040			
All rates are "unlimited miles". Charges begin at the time of pickup unless other arrangements are made in advance with the Enterprise branch office.			

10. Weekend Departures / After-hours departures – For departures between 12:00 p.m. Saturday and 7:30 a.m. Monday, customers must pick up the keys before noon on Saturday at the Lawrence Enterprise Branch Office located at 2957 Four Wheel Drive, Lawrence, KS. A KU employee can pick up the vehicle 4:30-6pm Monday through Friday and will be charged from 7:30 am the following morning.
11. Parking Options – Personal vehicles may be parked at the Enterprise Branch Office while traveling in an Enterprise vehicle. Enterprise assumes no responsibility for loss or damage to privately owned vehicles parked in the Enterprise lot. KU travelers, who need to return to campus, will need to call or email KU Parking with the rental vehicle information in order to avoid a ticket; kupark@ku.edu or 785 864-7275.
12. Accidents and Damage – In the event of an accident, follow the process described on the backside of your rental contract. Drivers are responsible for reporting and filing VISA claims on any damage and on any accidents that occur. Even if a law enforcement agency is not involved, you must notify Enterprise ASAP or any and all accidents involving an Enterprise rented vehicle, regardless of how minor. Failure to do so may result in personal or departmental liability for claim costs.

What to do if you're involved in an accident using a rental vehicle:

Detailed below are steps to take when a rental vehicle is damaged and the renter has declined Collision Damage Waiver (CDW) coverage through the rental company in favor of coverage provided by the VISA Business Travel Account. (NOTE: This applies to each sedan and minivan rented by KU from Enterprise.)

Following this step-by-step guideline will insure that claims are handled efficiently. Please keep in mind that VISA requires that all claims must be submitted to them within 45 days of the incident in order for them to provide coverage.

1. Contact the local police or sheriff's department to report the accident.
2. If another party is involved, exchange information. Make sure to get their name, address, phone number and their insurance company's name, phone number and policy number.

3. Immediately contact the KU Risk Management Office to let them know of the pending action.
4. The rental vehicle is returned to the rental company where an accident report is done by an employee of the rental company. In the event that a rental vehicle needs to be towed from the scene, the renter should call the number on the rental form for assistance. All towing charges incurred will be billed through the claim and will eventually be paid by VISA.
5. The Employee / Renter is provided with a copy of the rental agreement and the accident report.
6. The Employee / Renter reports the claim to his / her immediate supervisor or department's office manager or the KU Risk Management within 48 hours.
7. The supervisor / office manager should report the claim to VISA by using their website www.VISA.com/eclaims (Click "file a claim now") or by calling 1-800-VISA-911 (the website is the easiest and quickest method).
8. After filing the claim with VISA, the supervisor/office manager will be given a claim number and VISA will request some additional information i.e. credit card statement, letter stating that the employee was on state business, a copy of the rental branch accident report, etc. The manager / supervisor should provide VISA with all of the required documentation.
9. The manager/supervisor should then contact the rental car company with VISA claim information.
10. After the steps above are completed the rental car company will be in contact with VISA to make sure that they have the necessary documents to process the claim.
11. Be sure to follow-up with the rental company to make sure they are timely in their efforts.
12. Coordinate any activity with the University's auto liability insurance provider with the Risk Management Office (Andy Foat is the current coordinator 785 864-6201 andyfoat@ku.edu)

CONTACTS:

Eric Waterman
Branch Manager – Local Lawrence Enterprise Rent-A-Car
Phone: 785 842-8040

Kim Heuermann
Business Rental Sales Executive
Phone: 913 927-1690
Phone: 913 967-8437
Kimberly.a.heuermann@ehi.com

Gary Schwein
KU Procurement Services
785 864-6412
glschwein@ku.edu