

Enterprise Holdings, Inc.

State of Missouri WSCA Car Rental Program

6/25/2015

6/26/2015



 DRIVE ALLIANCE[®] PARTNERS

Agenda

- Introductions
- Eligible State of Missouri Contract Users
- State Vehicular Travel Policy
- Program Details
- Rental vs. Mileage Reimbursement
- Billing Options, One-Ways & Specialty Vehicles
- What's New

Introductions

Account Managers: Contractual and Service

Contractual

- Josh Lambert
 - Primary Contact
Joshua.m.lambert@ehi.com
PH#: 417-868-8855
FAX#: 855-237-0893
- Matt Madura
 - Secondary Contact
Matthew.m.madura@ehi.com
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Account Development Representative- Charlene Lewis-Barsh

- Billing and Invoicing Inquiries
 - Refund Requests
 - Do Not Rent customers
 - Method of Payment Changes
 - Claims Inquiries
 - Researching reservation and rental agreement numbers
 - Apply Contract ID to open or closed rentals
 - Rate Verification
- **Charlene Lewis-Barsh**
 - Account-Development Representative
 - 918-401-6024 office
 - 918-289-2243 fax
 - Charlene.A.LewisBarsh@ehi.com

Eligible State of Missouri Contract Users

Eligible Users

State of MO Departments with Agency/Org numbers

- Examples:
 - Office of Administration
 - Public Defenders
 - Dept. of Social Services

Non State Of MO Departments

- Cooperative Procurement Option
- WSCA Participation Addendum
 - RSMO 67.360
 - Available list online

(Note: Recruits are not allowed to rent vehicles for any reason. All renters/drivers must be current employees.)

State Vehicular Travel Policy

State of Missouri Administrative Policy

Policy Title: State Vehicular Travel Policy

Policy:SP-12

Issued: April 24,2006

II. General Statement:

“It is the policy of the State of Missouri for its employees to select the most cost effective travel method. This travel policy is not intended to supersede more restrictive policies adopted by state agencies. State agencies are expected to establish sufficient controls to ensure travel expenses are minimized to the fullest extent possible. Effective cost control is a management issue and this statewide policy does not take the place of essential management oversight. “

Continued,

IV. Ground Travel Options

8. Employees who operate their personal vehicle on state business must do so in compliance with the Motor Vehicle Financial Responsibility Law, Chapter 303, RSMo. Employees and/or their insurer may be held liable for damages resulting from an accident that occurs while operating their vehicle on state business. Agencies and employees may refer to the Guide for Drivers on State Business at: <http://www.oe.mo.gov/gs/risk/legal/driver.htm> for more information.

V. Documentation and Approval

Agencies shall establish internal procedures that require appropriate documentation to support the travel decisions made by their agency and employees. Agencies shall specifically approve and justify any exceptions to this policy and retain the documentation as part of the related financial transaction. Agencies must utilize the Trip Optimizer or other equivalent method to document the lowest cost travel option and maximum personal mileage reimbursement allowed.

Program Details

Western States Contracting Alliance (WSCA)

In August 2010 the State of Missouri joined the WSCA Contract.

- Summarization of Contract Terms
 - Negotiated rates
 - Damage Waiver included in rate
 - Liability Protection Included in Rate (CSL 1 Million)
 - 18-20 year old are authorized for official business use
 - No additional driver or under age driver fees are charged
 - Negotiated one-way fee
 - Rentals are provide with full tanks of fuel
 - State of MO employees are authorized as additional drivers
 - Personal use discounts are extended to State of Missouri employees (XZ51MPU pin STA)

Rental vs. Mileage Reimbursement

Mileage Reimbursement Alternative

- The state recognizes that renting is usually more cost effective than reimbursing mileage.
- Rental allows your department to:
 - Lower cost per mile
 - Reduce liability expenses
 - Deliver high employee satisfaction
 - Improve the bottom line
- Link to State Trip Optimizer
<http://tripoptimizer.mo.gov/>

Trip Optimizer Features

- <http://tripoptimizer.mo.gov/>
 - Map Quest
 - Map
 - Directions
 - Estimated travel time and mileage
 - Price Analysis between:
 - Rentals
 - State Fleet vehicle
 - Reimbursement rates
 - Generate Report
 - Email Results

Mileage Reimbursement Example

Example Trip:

(Rental Cost include fuel)

- West Plains to Clinton and back in 1 day in a Minivan.

	Travel Option	Total Cost	Per Mile Cost
<input type="radio"/>	Enterprise - Minivan You will be billed for: 1 day.	106.32	0.27
	Reservations	Rates	More Info
<input type="radio"/>	Hertz - Minivan You will be billed for: 1 day.	109.01	0.27
	Reservations	Rates	More Info
<input type="radio"/>	State - Minivan	132.62	0.33
<input type="radio"/>	Mileage Reimbursement (Standard Rate)	147.96	0.37
<input type="radio"/>	Mileage Reimbursement (Fleet rate)	103.97	0.26

Billing Options, One-Ways & Specialty Vehicles

Billing Options

- Customer Pay
 - Provide any State of Missouri department account number and personal credit card (XZ51M99 or any other state XZ.....)
- Direct Bill
 - Procurement Card on file (preferred)
 - Account number along with Billing number
 - Per department
 - Per person
 - Traditional Direct Bill
 - No longer available for new accounts
 - Only update existing accounts

Billing Accounts: Procurement Card

Establish Procurement Card Account – (RAIN Account)

- Accounts are created by completing the *Procurement Card Billing Application* found on the OA Travel Portal website. (Processing time: up to 10 business days.)
- Charged per rental
- Accounts are updated using the same form
 - New contact
 - Expiration date
 - Card number
- Accounts with no activity for 12 months will be deleted for security and accounting purposes. (Emails will be sent to the primary contact listed on the account before deletion.)
- You will be given a RAIN account along with a 8 digit billing number
- Emailed receipts available, up to 5 people

Billing Number Required

All Billing accounts now require both an Account Number and a Billing Number.

- Example: Account #: RAIN001 Billing #: 12345678
- Billing numbers are issued to main contact for account, then dispersed at their discretion
 - Take caution upon distribution this is secure number
 - BRANCH LOCATIONS CAN NOT ACCESS THIS NUMBER, RENTERS RESPONSIBILITY TO PROVIDE AT THE TIME OF RESERVATION OR RENTAL

(Enterprise has had correspondences via phone or email to all main points of contract listed on existing accounts. If you are the point of contact for an account and have not been notified of this change please email me after this presentation is complete.)

Optional Product Blockage

The State of Missouri signed an amendment in February 2015 contractually blocking some optional products.

Completely Blocked

- PAI/PEC
- Upsell

Billing Block

- Roadside Protection
- GPS

Fuel Policy:

The State of Missouri request all rentals be returned full, and the Fleet Fuel card should be used to refuel.

If rentals are returned with less fuel than when rented EHI will charge regional pump price for the difference.

One-Way Option - Enterprise

One-Way rental terms:

- One-way rentals must be reserved as such
- Rentals with a radius of less than **500** miles incur no additional fee
- Trips 501 miles or more incur an additional \$125.00 fee

How to reserve:

- Enterprise Rentals
 - Reserve at [enterprise.com](https://www.enterprise.com)
 - Enter account number and PIN number
 - Change return local to final destination
 - Call your local branch
- Based on availability (Please contact the pickup location to confirm one-way is available.)

Specialty Vehicles

15 Passenger Vans

- A special account has been created for 15 Passenger vans (SOM15PK)
- Damage waiver and liability insurance must be purchased
- These vehicles can be reserved locally through our Regional Van Coordinator:

Amanda LaBarge

amanda.d.labarge@ehi.com

PH#: 417-832-1494

Large/Luxury SUV's (Suburban/Yukon XL)

- Contact local branch for availability
- Damage waiver and liability insurance must be purchased

What's New?

Tax Exempt Reminder

Why is tax sometimes removed and sometimes charged?

- Account management system cannot recognize geographical differences
- State of Missouri is not Tax Exempt in all states
- Tax must be removed manually at the time of rental

What is Enterprise doing to prevent Tax overcharges?

- A reminder field has been created which populates on the Enterprise employees screen before the ticket can be completed.

What if I am still charged Tax?

- If you are still charged tax at a location which is Tax Exempt please send a request to Charlene Lewis (CC Josh) to have the tax refunded.

Taxes and Fees that should be charged

- Airport/concessionary taxes
- Arena Fees
- Sales tax on rentals occurring in other states

Rideshare – Car Pool Program (Not in the State of MO Contract)

- Van Pooling cuts commute cost 50-75%
 - Gas, maintenance, depreciation
- Insurance
 - Insurance companies can offer discounts 10-30%
 - Check with your local agent on carpool benefits
- Groups of 5 or more people can form a Rideshare program
- Guaranteed ride home
- Choose your vehicle and options
 - Wi-Fi, satellite radio, tinted windows, van, SUV, etc...
 - www.enterpriserideshare.com



Special Thanks to

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 - State of Missouri
Fleet Manager
- Teri Schulte
 - Buyer for the State of
Missouri