



FLORIDA DEPARTMENT of

management
SERVICES

We serve those who serve Florida

Rental Car Vendor Change

We are pleased to announce that, effective Sept. 30, 2015, Enterprise Rent-A-Car and National Car Rental will be the state's new rental car provider. Please be aware of this change as you plan upcoming travel.



 **DRIVE ALLIANCE**SM PARTNERS

Enterprise and National – under their parent company, EAN Services, LLC – offer you two great brands and one great car rental program. The new contract will save the state \$1.9 million over five years, a 5-percent price reduction from the previous contract pricing. State of Florida employees receive complimentary Emerald Club membership and can look forward to exciting new offerings:

Customer Service

- Complimentary “We pick you up” service (within 10-mile radius with 24-hour advanced notice)
- 24-hour roadside assistance service
- Customize online booking portal

Fleet

- More than 100,000 vehicles in Florida today
- More than 1 million vehicles in North America
- More than half of fleet is less than six months old, almost 40 percent is six to 15 months old

Locations

- More than 450 Florida locations
- Tallahassee locations: 5
- New downtown Tallahassee location opening early this fall

Pricing

- \$25.55 compact car daily rate for in-state travel
- \$500,000 combined single-limit third-party protection and zero deductible damage waiver
- Contract rates available for leisure rental (liability protection and damage waiver not included)
- No one-way drop charges in the U.S.
- Unlimited miles

Create your profile and reserve a car at <https://partner.rentalcar.com/StateofFlorida> or 877-690-0064

Please address questions to Trey Collins at 850-488-9996 or Trey.Collins@dms.myflorida.com

Step-by-Step Guide to Switching Rental Car Providers

The state of Florida's rental car provider is transitioning from Avis to Enterprise/National effective September 30, 2015. All rental car reservations for travel from NOW until September 29, 2015, should remain with Avis Rental Car. Any car reservations for travel taking place September 30, 2015, and beyond will be with the state's new vendor Enterprise/National. Please find below step-by-step instructions for how to begin reserving rental vehicles for any travel taking place after September 29, 2015.

STEP 1

CANCEL any prior reservations you've made with Avis for travel that begins after September 29, 2015.

- Call the Avis State of Florida Desk at 1-800-338-8211, or
- Visit the Avis website: www.Avis.com. Reference the AVIS State of Florida AWD #A113400 or your division's own AWD number.
- If you have an existing rental that began before Sept. 29 and extends beyond that date, you do NOT need to return your car early. Avis will honor your contract through completion of your trip.



STEP 2

ENROLL with Enterprise/National as a user of the state's Rental Vehicles Contract.

- Call the state-dedicated toll-free customer service number at 877-690-0064, or
- Visit the reservation portal: <https://partner.rentalcar.com/StateofFlorida>
 - Select "Emerald Club enrollment" on the homepage;
 - Select "ENROLL NOW;"
 - Enter the required information in the Emerald Club Enrollment form;
 - If no existing profile was found in the system, continue by entering your additional information in the required fields;
 - Click "submit" to complete your enrollment.



STEP 3

RESERVE your rental car with Enterprise/National

- Visit the reservation portal: <https://partner.rentalcar.com/StateofFlorida>, or
- Call the state-dedicated toll-free customer service number at 877-690-0064
- If you have questions or concerns about Enterprise/National reservations, rates, billing or new account creation, please call the State of Florida toll-free customer service number at 877-690-0064.

Rental Car Contract Transition and Traveler FAQ

Existing Reservations with Avis

<p>Q When is the last day I can rent vehicles from Avis?</p>	<p>A The Avis contract expires Tuesday, Sept. 29, and you should no longer rent vehicles from Avis after that date.</p>
<p>Q What should I do if I already made a reservation with Avis for dates after Sept. 29?</p>	<p>A You should cancel your reservation with Avis and make a new reservation with Enterprise/National.</p>
<p>Q How do I cancel my reservations with Avis for travel I have scheduled after Sept.29?</p>	<p>A You can cancel your reservation by calling the Avis State of FL Desk at 1-800-338-8211, or by going to Avis' website: www.Avis.com. Reference the AVIS State of Florida AWD #A113400 or your division's own AWD number.</p>
<p>Q What should I do if my rental with Avis begins on or before Sept. 29, but my trip extends beyond that date?</p>	<p>A You do not need to cancel your reservation or return the vehicle early. You may drive the vehicle for the duration of your rental. Avis will continue to provide contract rates, insurance coverages, loss damage waiver, and other contracted services until the end of your rental.</p>

New Reservations with Enterprise & National

<p>Q When can I begin renting vehicles with Enterprise/National?</p>	<p>A The new contract begins Wednesday, Sept. 30, and you may rent vehicles from Enterprise/National starting that day.</p>
<p>Q When can I reserve a vehicle with Enterprise/National?</p>	<p>A You may begin making reservations Sept. 8. Use Enterprise/National's shared State of Florida reservation portal https://partner.rentalcar.com/StateofFlorida or call the state-dedicated toll-free customer service number at 877-690-0064.</p>
<p>Q How do I book trips for a combination of business and leisure travel time?</p>	<p>A Proceed with booking a business reservation. At the time of pickup, tell the counter attendant which days of the rental are for leisure use. The attendant will ensure the appropriate taxes are assessed for leisure days.</p>
<p>Q How do I contact Enterprise/National about reservations or questions?</p>	<p>A For questions about reservations, rates, billing, and new account creation, please call Enterprise/National's shared State of Florida toll-free customer service number at 877-690-0064.</p>

Q Whom do I contact if I have questions about the new contract?

A If you have questions about the terms and features of the new contract, please contact Trey Collins at 850-488-9996 or Trey.Collins@dms.myflorida.com.

Two Brands, One Program

Q How do I know which brand to use?

A

- You will have access to National and Enterprise at the airport.
- You will have access to the Enterprise at non-airport locations. Use Enterprise for month-long rentals and specialty vehicles.

Q What are the advantages of National?

A

- Complimentary membership in Emerald Club
- Counter bypass with Emerald Aisle Service
- Choose your own car when you rent – often a complimentary upgrade
- Members-only counters with pre-printed rental agreements
- Rewards for leisure rentals – free rental credits or frequent flyer miles
- Special offers and travel discounts

Q What are the advantages of Enterprise?

A

- Enterprise Rent-A-Car provides a vast network of more than 5,500 neighborhood locations in North America to service your off-airport needs
- Free customer pickup and drop-off within 10 miles of the local branch with a 24-hour advance notice
- Recognition – Emerald Club members are recognized at all U.S. Enterprise locations and earn points towards free rental days (leisure rentals only).

Emerald Club Membership

Q What is the Emerald Club?

A

- Emerald Club is the loyalty program providing members with exclusive benefits and privileges to make renting faster and easier.
- At most major North American airport locations, members with a midsize car reservation can bypass the rental counter and proceed to the Emerald Club Aisle where they may simply take any vehicle – midsize or larger.
- Regardless of the vehicle selected, a member pays only the midsize rate.
- Emerald Club allows members to choose their rewards, electing to receive either free rental days or frequent flyer miles through travel affiliates.
- The Emerald Club rewards travelers with three tiers of privilege: Emerald Club, Emerald Club Executive, and Emerald Club Executive Elite.

<p>Q How do I earn Emerald Club rewards at Enterprise?</p>	<p>A</p> <ul style="list-style-type: none"> • Enter your Emerald Club number as your loyalty number for Enterprise. • Members of Emerald Club enjoy faster reservations, quicker rentals, and member discounts at Enterprise. • Leisure rentals earn rental credits toward higher status and free rental days. • At this time, any free rental days earned must be redeemed at a National location.
<p>Q What if I am already an Emerald Club member?</p>	<p>A</p> <ul style="list-style-type: none"> • If you are already an Emerald Club member, simply email your Emerald Club membership number to the dedicated Account Development Representative. • Please make sure the words “<i>Match to State of Florida Program</i>” are in the subject line.
<p>Q Can I rent for personal travel with my Emerald Club membership?</p>	<p>A</p> <ul style="list-style-type: none"> • Yes! Your Emerald Club membership is valid for all of your rentals with National whether for business or leisure use. • Leisure rentals do not include coverage (damage waiver and liability protection). • Be sure to reference Account Number: XZ5550A.

Refuel Policy

<p>Q What is the refuel policy with Enterprise/National?</p>	<p>A</p> <ul style="list-style-type: none"> • To avoid fuel charges, return the vehicle with the same level of fuel received at the time of check out. • National locations provide a full tank. • Enterprise provides a minimum half tank of fuel at checkout at all Florida locations, and ¼ tank at non-Florida locations. • Enterprise locations are off-airport and typically do not have fuel stations onsite.
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