NOTICE:
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.
This decision was made with careful consideration for our customers, FS, and the university as a whole. Together with Enterprise Rent-A-Car, we are dedicated to making this transition as smooth as possible for you, our customer.
Please read through the Overview and Detailed Information below for information and instructions regarding this important change in service:

Overview:

Account Setup and Reservation:
KU travelers can make reservations in one of two ways:

If the traveler has an individual KU PCARD (KU Purchasing credit card):
- Go to http://www.enterprise.com/car_rental/deeplinkmap.do?bid=028&refId=KUMOTOR
- enter the trip details and pickup location Lawrence, KS
- select a vehicle – Full size sedan, minivan, large SUV or pickup. (Cargo vans and 12-Passenger Vans see section 9. below)
- enter personal contact info (use mobile or other contact info relevant to your rental period)
- receive confirmation from Enterprise Rent-A-Car
- Present KU PCARD at the Enterprise pickup counter.
- NOTE: using this method does not require advance account setup. Simply follow the steps above. See 2.A. below for more details.

A department may set up an account based on a departmental PCARD: This type of account must be set up in advance with the contact below before proceeding. See 2.B. for more info.

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

*please do not contact the local branch for departmental account setups

After your reservation is complete, all operational business will be transacted at the Enterprise Rent-A-Car local branch office located at:
2957 Four Wheel Drive
Lawrence, KS 66047
Office: 785-842-8040
Branch Manager: Evan Westover

Hours: Monday thru Friday 7:30am to 6:00pm AND Saturdays 9:00am to Noon
Detailed Information:

1. Those eligible to rent under the KU program:

   University employees authorized to travel on “official university/state business” are eligible to rent from Enterprise Rent-A-Car. This is the same eligibility requirement previously upheld by Facilities Services.

   Enterprise reserves the right to confirm driver identity and purpose of travel with KU prior to the trip(s).

2. New Reservations:

   All KU employees must have a valid Driver’s License, a KU ID and/or a KU PCARD to rent a vehicle. Enterprise may ask to confirm at any time.

   A. The process for the KU traveler having his/her individual Kansas University PCARD to be used for payment must proceed as follows:

   Go to: http://www.enterprise.com/car_rental/deeplinkmap.do?bid=028&refId=KUMOTOR
   Choose pickup location: Lawrence, KS
   Enter: Dates and Time Rental Car is needed
   Choose a vehicle: Full size sedan, minivan, large SUV or pickup truck
   Put in your name and phone number (your contact info during rental)
   Receive confirmation from Enterprise Rent-A-Car
   Present KU PCARD at the Enterprise pickup counter

   B. A department CAN set up separate accounts within the department using the same departmental PCARD. As with all account setups, this request must be made with Kim Huermann (below) as far in advance as possible to the first rental. (*Please DO NOT call the Enterprise Branch Office in Lawrence to setup separate accounts!)

   After account setup, rental requests using these departmental accounts will use: www.enterprise.com. Instead of using the KU account (KU999), they will use their own account number given to them by Enterprise (from Kim Heuermann). Example: KU764, KU884, etc.

   Departments utilizing this service on a highly frequent basis may request their own Enterprise website through the contact below.

   Kim Heuermann
   Phone: 913-927-1690
   Phone: 913-967-8437
   Email: Kimberly.a.heuermann@ehi.com

   C. Enterprise vehicles are guaranteed with a 24 hours 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 Van and 12-Passenger Vans must contact the Enterprise Office directly at: 785-842-8040

   “NO CALL/NO SHOW” a late fee charge of $10.00 will be applied accordingly.
3. New Reservations for an Accessible Vehicle

All KU employees must have a valid Driver’s License, a KU ID and/or a KU PCARD to rent a vehicle. Enterprise or United Access may ask to confirm at any time.

**SEDANS:**
Call Enterprise at 866-225-4284 (or 866-534-9270 for TTY devices for speech or hearing impaired.) Do not call the local Enterprise branch office.

- 48 hours notice is **required**.
- KU travelers cannot request a specific car such as a “Chevy Impala” but when mobility devices are required, Enterprise only supplies full-sized 4-door sedans. The exact sedan supplied is determined by what is available for the request period.
- The vehicle will be prepared in Kansas City and delivered to the Lawrence branch.

**VANS:**
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

For additional assistance with accessible vehicles, contact the KU Office of Accessibility and ADA Education, 785-864-3650, TSTSY 711, fax 785-864-5299.

4. Existing Reservations made with KU Facilities Services:

Trip requests made through and previously confirmed by KU Vehicle Rental will be transferred to Enterprise Rent-A-Car and a new confirmation will come from Enterprise on these existing requests. Prior requests made, that have not been confirmed by Enterprise by **February 24, 2014**, will need to be resubmitted online to the Enterprise website at:

5. Changes to reservations

After a reservation has been made, changes to reservations can be made online using the confirmation number. Existing reservations made with KU Facilities Services that have been confirmed by Enterprise can also be changed online.

6. Cancellations

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 advanced notice. Notice must be given to the local branch directly at 785-842-8040. 

“**NO CALL/NO SHOW**” a late fee charge of $10.00 will be applied accordingly.

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.

**Enterprise Rent-A-Car offers three (3) Fuel Options on returns:**

A. KU employees can fill the tank with fuel “prior to” returning the vehicle. This is the least expensive option and is recommended. An “enhanced” KU PCARD can be used for fuel purchases.

B. Prepaid Fuel: KU employees can choose the prepaid fuel option when picking up the vehicle. This option is offered at ½-tank and whole tank. The KU employee will return the rental vehicle and not replace the fuel and be charged approximately $.15 per gallon *less than* the pump price. There are no refunds for unused fuel.

C. Post Paid Price: If the KU employee does not replace the fuel and did not choose the Prepaid Fuel Option, they will be charged a Post Paid Price which is usually $1.00 more than the local pump price. With the Post Paid fuel charge, the KU employee will only be charged for gallons used. University Employees are strongly encouraged NOT to use this service. Please make every attempt to fill the tank prior to return.

10. **Rates and Types of vehicles offered:**

<table>
<thead>
<tr>
<th>Type of Vehicle</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-size sedans</td>
<td>$34.25</td>
<td>$172.05</td>
<td>$ 575.00</td>
</tr>
<tr>
<td>Minivans</td>
<td>$48.25</td>
<td>$258.02</td>
<td>$ 750.00</td>
</tr>
<tr>
<td>12-p Vans*</td>
<td>$80.00</td>
<td>$400.00</td>
<td>$ 999.00</td>
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<tr>
<td>Pickup Trucks</td>
<td>$51.00</td>
<td>$255.00</td>
<td>$1020.00</td>
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<tr>
<td>Cargo Vans*</td>
<td>$41.40</td>
<td>$207.00</td>
<td>$ 828.00</td>
</tr>
<tr>
<td>Full Size SUVs</td>
<td>$86.00</td>
<td>$485.00</td>
<td>$ 999.00</td>
</tr>
</tbody>
</table>

* 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.
11. **Weekend Departures / After-hours departures:**

For departures **between 12:00pm Saturday and 7:30am 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 7:30am the following morning.

Arrangements can be made with Enterprise to begin charging the account from the time the vehicle is actually needed (example: 9am Sunday), but the keys still MUST be picked up before the branch closes the previous day. No exceptions can be made for this key pick up time. Users requesting this arrangement must make it VERY CLEAR and should request confirmation that this arrangement is understood by the local enterprise branch.

*“NO CALL/NO SHOW” a late fee charge of $10.00 will be applied accordingly.*

12. **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 use their own KU parking permit to park Enterprise rental vehicles on campus following the same parking rules that apply with their personal permit. KU employees who do not have a permit will need to purchase a daily/weekly permit by contacting the KU Parking Department at: 864-7275.
13. Accidents and Damage:

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)

14. Emergency Instructions:

Including lockouts, dead battery, out of fuel etc., please follow the process described in your rental contract.
15. QUESTIONS and CONTACTS:

Steven Green  
KU Procurement Services  
Role: administer the Enterprise contract  
785-864-4706  
green@ku.edu.

Kim Heuermann  
Business Rental Sales Executive  
Role: account setups and questions regarding accounts and account setups.  
Phone:  913-927-1690  
Phone:  913-967-8437  
Kimberly.a.heuermann@ehi.com

Jamie Simpson Lloyd  
KU Office of Accessibility and ADA Education  
Role: Assistance with Accessible Transportation  
Phone:  785/864-3650, TTY 711  
Lloyd@ku.edu

Susie Albers-Smith  
KU Facilities Services –Garage Customer Support  
Role: Customer support - oversee transition of current FS rentals to Enterprise Rent-A-Car  
Phone: 785-864-3902  
Sasmith1@ku.edu

Evan Westover  
Branch Manager – Local Lawrence Enterprise Rent-A-Car  
Phone: 785-842-8040  
Evan.r.westover@ehi.com

NOTE: This new change does not affect the operations of the KU Garage. The Garage will remain open from 6:30am to 4:00pm weekdays for service and repair of KU vehicles (automated fueling is available 24/7). However, the KU Garage WILL NOT fuel or repair Enterprise rental vehicles!