

### Below is information including:

[Frequently Asked Rental Vehicle Questions.](#)

[Rental Codes and Processes to Rent a Vehicle for Business or Personal](#)

[How to File A Claim with Enterprise/National or Hertz](#)

[Booking Vehicles through Short's Travel](#)

Contact [caron.findlay@drake.edu](mailto:caron.findlay@drake.edu) with additional questions.

### Frequently Asked Questions:

#### Insurance-

When using the University' *Preferred Vehicle Rental Provider* (Enterprise or National) and renting the vehicle **within the United States**, do **NOT** [take](#) out additional insurance as insurance is built into the negotiated University rental rate.

If renting a vehicle within the United States, **other than through Enterprise or National**, contact [insurance office](#) for a proof of insurance card. There is a \$1000 deductible that will be borne by the department renting the vehicle.

*Drake strongly recommends not renting vehicles in a **foreign country**.* If vehicles are rented **outside the United States**, the renter needs to **add the damage insurance** to the rental. Any deductibles will be borne by the department renting the vehicle.

#### How credit cards work with rental from Enterprise/National:

Whomever rents the vehicle, must present the credit card for the person the rental is to be rented under, show their driver's license and sign the rental agreement. A Drake P-Card works well. If you do not have a Drake P-Card, your department may have a general billing account. Please contact your budget manager to see if there is one for this purpose.

#### Mileage limits from Enterprise/National Contract.

**Mileage Charges:** Compact through Premium vehicle classes include unlimited free miles per day and per week, and 2,500 free miles per month; all other vehicle classes include 150 free miles per day, 1,050 free miles per week, and 2,500 free miles per month, as applicable. Any additional miles will be charged at the rate of \$0.25 per mile.

**Younger Driver Surcharge.** If Enterprise or National is used, our plan does not charge the surcharge for being a **younger driver between 21-24 years old**.

**Specialty vehicles**, 8 passenger rated vehicles and 15 passenger vans have specific age requirements—normally 25, so please confirm when booking. There is a University required [>8 passenger rated vehicle driver approval process](#) that includes training that must be completed before approved to drive these larger vehicles on Drake business..

**Driving on behalf of the University.** To drive on behalf of the University, the driver needs to complete the University's [driver approval process](#).

#### Rental Processes:

Drake has negotiated rates with Enterprise/National as the university's preferred rental vendor and Hertz is the backup vendor. When using Hertz, contact the [insurance office](#) for a proof of insurance card. There is a \$1000 deductible that will be borne by the department renting the vehicle.

To make it easier below is all the information you will need to sign up for the Enterprise, National and Hertz user profile program cards. These cards create a user profile that will auto fill when renting through them.

Enterprise Plus/Emerald [www.enterprise.com](http://www.enterprise.com) National Emerald [www.nationalcar.com](http://www.nationalcar.com)  
Back-Up Provider: Hertz#1 Gold [www.hertz.com](http://www.hertz.com) (does **NOT** include insurance in the rental rate)

These program *memberships* allow for faster reservations, rentals, use of members' line at the airport and more—not required but allows user to retain their preferences in a user profile. Each requires a Drake Rental Account Number and PIN number to enroll.

### **Rental Codes:**

**Business Use:** The **Enterprise** account number to use when you rent vehicles is: **XZ62113** – Business Use (this has the CDW (insurance) included in the rate)).

Go to: [www.enterprise.com](http://www.enterprise.com)

In the corporate number field on the reservation form, type in: XZ62113 and the Pin for contract pricing is DRA

***This URL is also where you complete the Voluntary Sign up for the Enterprise Plus or Emerald account.*** Once set up, you can access it each time you rent. It will automatically fill in some of the renter's personal information and p-card information as well as create a history of rentals.

**National** Number is: XZ62113 Same PIN as the Enterprise account (Enterprise owns National. National is located within airport where Enterprise is located at a pickup site not necessarily near direct airport.)

The Drake University **Personal Use** Account number for Enterprise and National Car Rental is: **XZ6299F**. Presentation of a Drake Picture ID may be required at pick-up.

**The Back-up Rental Vehicle** vendor is **Hertz** and should be used when *Enterprise/National cannot* fulfill the renter's needs. **NOTE:** Insurance is not built into Hertz's pricing. The department would need to pay for damages up to \$1000 and then Drake's auto insurance is triggered to pay the rest. Hertz's information and process on how to use their system is below.

### **Hertz Process.**

Each user/renter will need to set up a Gold Card membership user profile card by filling in the answers to the online [Gold Membership application](#). Once the app. is completed and submitted, you can rent vehicles. Note it does require that you input your department purchasing card number or your credit card number.

**To fill out the Gold Membership application form, Go to the Business Account** Members website: [www.hertz.com/smallbusiness](http://www.hertz.com/smallbusiness) to access the following:

1. Complimentary Hertz #1 Club Gold Membership - To access, **click on, "Fee-Waived Hertz #1 Club Gold Application"**; then enter your **Company name**, Drake/Hertz CDP number **1870687** and the Pin Code: bagold

When reservations are made with the Gold membership number, the credit card number (purchasing card number) embedded in the Gold Membership member's profile will be automatically billed. The reservation will need to be made under the driver's name and the driver shows their driver's license and picks up the vehicle.

Contact the [insurance office](#) or 515-271-3116 to request a Drake insurance card before driving the Hertz rental vehicle.

### **Booking Vehicles through Short's Travel**

You may wish to book your vehicle through Short's Travel as they have loaded the same pricing and benefits for Enterprise/National. So if you are traveling by air, it would be one stop shopping to book them both at the same time. Short's Portal for Drake is located at [www.shortstravel.com/drake](http://www.shortstravel.com/drake).

## **When there is an accident: (Enterprise, National or Alamo)**

### **How to File a Claim:**

Call the location where the vehicle was rented. They may file the express incident claim report for you but if not, proceed through the following steps.

Ask to speak with the Branch Manager as they have the authority to secure a claim number. If Branch manager is not in, then talk with the rental location agent and tell them you want to file an Express Incident Report. They will file the incident report while you are on the phone and will forward to the Branch Manager to review. Ask the agent for an RA# and the Branch Manager's name and number for you to follow up.

Once the Branch Manager has reviewed, the claim number will be assigned. After you have the claim number from the Branch Manager, you will need to call Enterprise Damage Recovery Unit. 866-300-3238 upon voicemail enter "5" at the prompt. You will need the claim number provided by the branch manager and the name of the person who rented the vehicle. The claim number usually has an "E", "X" or an "O" within it. At this time they will confirm the claim number or give you an updated final one. They will discuss the rental damage and if Drake is liable for any of the damages.

**If there was another vehicle that was hit by your vehicle**, then Damage Recovery will want to know this information too. At that time Damage Recovery will notify the Enterprise Liability department (720-895-1167) of another party damage. The Damage Recovery Unit will confirm the final claim number with you.

**Follow up with the other driver.** The Drake driver will need to contact the other vehicle driver with notification of the claim number and the Damage Recovery Unit phone number for them to call. It is 866-300-3238 upon voicemail enter "5" at the prompt. To alieve the other driver's worries, please call them as soon as the claim number information is available. The Drake driver will need to forward the information provided by Damage Recovery to [Drake Risk and Insurance](#), 515-271-3116 or 515-271-2804 in case there is additional follow-up needed.

### **When there is an accident: (Hertz)**

Work directly with Hertz to file a claim. Also file a Drake [incident](#) report and notify [Drake's insurance office](#) of this claim. Reminder: Insurance is not built into Hertz's pricing. The department would need to pay for damages up to \$1000 and then Drake's auto insurance would apply. The Drake insurance office will file the damage claim with Drake's insurance.