

## Enterprise Car Rental FAQs

1. Who is eligible to rent?
  - a. Employees, University volunteers, and students age 18 and older are allowed to rent under the agreement between Enterprise and the State of Idaho for University business purpose, if approved through the Vehicle Use process outlined on the Risk Management/General Council website.
  - b. The corporate account information will need to be provided in order to receive the contractual discount rate: **Contract # - 47ID005, PIN – IDS.**
  - c. Staff and students age 21 years and older can rent for personal use and receive the discount rate by using the corporate account information. Please note, the insurance coverage is not included in the rate for personal use rentals and if needed, should be added.
  
2. What is the process to rent a car?
  - a. There are several ways to rent a vehicle through Enterprise. To reserve by phone, call the local branch at 208-232-1444 or visit [https://legacy.enterprise.com/car\\_rental/deeplinkmap.do?bid=028&refId=IDSISU](https://legacy.enterprise.com/car_rental/deeplinkmap.do?bid=028&refId=IDSISU)
  - b. A valid driver's license and a credit or debit card will be required.
  - c. To pay for a rental, a personal credit or debit card or a University issued travel card can be used as long as it is used to pay for an ISU employee while traveling for University business.
  - d. Collision insurance is already included in the state contract rate. The University will not reimburse for additional products or services added to the rental agreement.
  - e. For car rental problems, call 1-800-rent-a-car. Enterprise will provide the services needed. This covers lost keys, flat tires, out of gas, and/or vehicle breakdown. There will be a fee charged to the rental agreement, but the University will reimburse for the expense.
  - f. Neither a pre- nor post- payment gas option should be selected. This is usually at a much higher rate than returning the vehicle with full tank of gas.
  - g. There is not a cancellation fee for car rental reservations.

3. What is the process for picking up and returning a rental?
  - a. To schedule a pickup, call 208-232-1444. The local branch offers a free pickup and drop off service to/from the rental agency.
  - b. If renting from Enterprise, the traveler can leave their personal vehicle at the Enterprise lot.
  - c. The car rental should be returned to the Enterprise location from which it was rented, unless it is a one-way rental.  
A one-way rental is allowed under the state contract within the same state with no additional cost. When making a one-way rental reservation, please notify the local Enterprise branch so the fee(s) can be adjusted. One way trips from Pocatello to Salt Lake City are no longer covered under the state contract for no additional charge.
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4. How to resolve car rental issues.
  - a. For reservation issues, please contact the local Enterprise branch and ask to speak with a manager.
  - b. For accident related issues, please contact the local Enterprise branch or call 1-800-rent-a-car, if after hours.