



Frequently Asked Questions about the Enterprise & National Car Rental Contract

The Clemson University contract provides set rates for business use and will be honored at all National Car Rental and Enterprise Rent-A-Car locations globally when using account number **XZ26087**

THIS CONTRACT IS MANDATORY FOR RENTALS ORIGINATING IN SOUTH CAROLINA & PREFERRED FOR RENTALS ORIGINATING OUT-OF-STATE

1. How can I rent a vehicle from Enterprise using the Clemson University Contract?

All reservations must be made through the [Clemson University Reservation Portal](#) for both in-state and out-of-state. For local requests with less than 24-hour notice or special vehicle requests (minivans, large SUVs and 12-passenger vans), please contact the Clemson Branch EnterpriseRentACar-26CU@ehi.com to make arrangements.

2. Where is the Enterprise Office supporting the Clemson University vehicle rental contract?

Clemson Branch - Located on the Clemson University main campus behind **Fike Gym**:

220 Service Drive

Clemson, SC 29634

Branch Phone: (864) 654-0904 **Branch Cell:** (864) 643-6326

Branch Email: EnterpriseRentACar-26CU@ehi.com

Hours: Monday – Friday, 8:00AM – 5:00PM

*The Clemson campus location does NOT offer “pickup service.”

Seneca, SC Branch

204 Bypass 123

Seneca, SC 29678-0824

Branch Phone #: (864) 888-1115 – Hit * at the prompt to be transferred directly to the

Branch Email: EnterpriseRentACar-265N@ehi.com

Hours: Monday – Friday, 8:00AM – 6:00PM and Saturday, 9:00AM – 12:00PM

All rental vehicles need to be picked up during the above hours and rental charges begin upon the traveler taking possession of the vehicle’s keys, unless other arrangements are agreed upon as outlined below (#3).

3. Can a vehicle be picked up outside of normal operating hours?

If you need to leave for a trip prior to the office opening, you may pick up the keys to the vehicle the night before your trip (between 4-4:30PM). Rentals beginning over the weekend

require a 2-day minimum charge, and keys may be picked up Friday between 4-4:30PM.

IT IS THE RENTER'S RESPONSIBILITY TO NOTIFY THE ENTERPRISE REPRESENTATIVE OF THEIR ACTUAL REQUIRED PICK UP TIME – i.e. CALL AND SPEAK WITH SOMEONE AS ONLINE SYSTEM DOES NOT ALLOW YOU TO RESERVE OUTSIDE OF HOURS.

4. What if I need to return a vehicle after Enterprise is closed?

Both the Seneca and the Clemson locations have a drop box. The Seneca office drop box is located on the right side of the building. The Clemson office drop box is located inside the fence in the right corner. You may park the vehicle anywhere on the lot and place the keys in the drop box. The vehicle will be checked in at the beginning of the next business day.

If there is a change in the return time when the office is closed, please email EnterpriseRentACar-26CU@ehi.com or leave a note with the keys so the charges can be adjusted accordingly. In the event the vehicle will be returning over the weekend, it is the renter's responsibility to state when they will be dropping the vehicle to an Enterprise representative prior to the vehicle check in.

5. How do I obtain my receipt?

Receipts are available online (link below) for 360 days, beginning 48 hours after returning the vehicle. Emerald Club and Enterprise Plus members will automatically receive a receipt when the rental agreement is closed. <https://www.enterprise.com/en/reserve/receipts.html>

6. How do charges accrue during the rental?

All rental charges begin immediately when the renter takes possession of the rental vehicle, unless other arrangements have been made per FAQ #3 or #4 above. Rental charges stop at the time the vehicle is returned to the office and the keys are returned. If a renter returns while we are closed, the charges stop at the time they dropped the vehicle is returned. Each rental day is based on 24-hour clock. If a renter starts their rental at 9am, they have until 9am the following day before an additional rental day charge would begin.

7. Do I have insurance coverage through the university contract with Enterprise?

Yes. The Clemson contract includes full Damage Waiver (DW) and Liability Protection that alleviates travelers from financial responsibility for loss or damage to the rental vehicle. This coverage is applied automatically when using the Clemson account number XZ26087 and only applies to business use rentals in the U.S. and Puerto Rico. No additional coverages are required. **IF YOU DO NOT USE THE ACCOUNT AND RENT AS A CLEMSON BUSINESS RENTAL, YOU WILL NOT HAVE INSURANCE COVERAGE.**

8. Will Enterprise pick me up?

Yes. If you need Enterprise to pick you up, please make your reservation, then call your local Enterprise office directly to work out your pick-up. The pick-up/delivery service is NOT available at the Clemson campus location.

9. Who are the approved drivers?

University employees above the age of 18 with a valid driver's license are approved drivers. On infrequent occasions, there may be a need for non-University employees or students to drive rental vehicles in support of Clemson University official business, i.e. a permissive user. Any such driver, not a University employee or student, must be accompanied by a University employee. An example would be when there is conference attended by a Clemson University employee when accompanied by an employee of another University. If a University employee does not accompany a permissive user, the University department making the reservation request must provide the rental vehicle vendor with written documentation about the nature of the request, prior to the vehicle rental.

Also, in accordance with contracts between Clemson University and contractors for the University Bookstore (Barnes & Noble) and University Dining Services (ARAMARK), these contractors are authorized to rent vehicles from Enterprise at the University rate to meet their commitments to Clemson. Billing will be directly to these contractors.

If a driver needs to be added, you can stop by any Enterprise office in any state and add a driver. The driver will need to provide an Enterprise Representative their driver's license.

10. Explain campus parking with the rental vehicles.

Renters have 2 options for parking rental vehicles on campus. The University has requested that travelers use their own campus parking permits and place them in the rental vehicle. If a traveler does not have a personal permit, University Parking Services has provided Enterprise Rent-A-Car hang tags to distribute for campus parking for the rental period. These tags must be returned upon return of rental vehicle.

During football home games all vehicles must be removed from the Enterprise lot prior to Saturday games. All vehicles left on lot will be towed. For vehicles being returned on Saturday, they must be returned to the Seneca location. If returning a vehicle on a Clemson game day (occasionally Thursdays), you must return to the Seneca location. If towed, this will fall on the responsibility of the renter.

11. Do we have discounted rates for personal use?

Yes! Faculty and staff can receive Clemson rates using account number 26A1654.

Personal use rental rates do not include any insurance coverage but can be purchased for an additional fee. If you have any questions regarding transferring your personal auto insurance coverage please contact your insurance agent. Reminder – DO NOT charge personal rentals to departmental direct bill accounts. If making a personal rental, the user is responsible for paying all costs directly to Enterprise.

12. Can I use my Emerald Club free day on an Enterprise rental?

No, Emerald Club Free Days are only available for redemption at participating National locations.

13. How do I make a reservation through the Clemson University Reservation Portal?

Follow the link to the [Clemson University Reservation Portal](#). First you will need to select the link for your method of payment. Then you will choose the link that is most appropriate for your trip (i.e. Clemson Branch, Home City or Nationwide Travel). You should then select your dates and times of travel and the size vehicle you wish to rent. For Example: Use the Home City link if rent from Seneca to pick up a vehicle on a Saturday.

*** Make sure all reservations are made under using the name of the individual that will actually be picking up the rental vehicle.*

*** Be sure to select a specific time at which you will be picking up the rental vehicle. If your pick up time needs to be changed, please contact the rental office directly or change your pick up time online.*

*** If you enter a pick-up time that is after business hours, you will be responsible for picking up the vehicle prior to the close of business during Enterprise business hours the business day before your pick-up time.*

14. How do I pay for a rental vehicle?

You have two options for payment through the Clemson University contract.

Option 1: Pay with Credit Card (PCARD or Personal Credit Card)

For reservations made online or by phone, payment will be made at the time of pickup. Emerald Club members – Payment information is saved on the traveler's profile, eliminating the need to provide their credit card at the time of rental. This also allows the traveler to bypass the counter at most major airports throughout the US and Canada at the National brand.

Non-Emerald Club members - The renter must be present to sign the rental agreement and provide their credit card at the time of rental.

Option 2: Pay with Department Billing Account

Direct Bill rentals MUST be booked online through the [Clemson University Reservation Portal](#). To use this option, you MUST enter your 4-digit Department Number on the "Review & Reserve" page when making your reservation. This is what allows accounts payable to bill your department for the rental. Enterprise no longer keeps the Clemson billing number on file.

15. How is my manager or business officer notified when I make a reservation or cancellation?

It is the responsibility of the renter to notify their manager or business officer when they make a reservation. This can be accomplished easily by forwarding the reservation confirmation email they receive from Enterprise when making a reservation.

16. Explain fueling of rental vehicles.

At all National and Enterprise airport locations, vehicles are provided with a full tank of gas. Rentals originating in Clemson will have a full tank. At off-airport locations, vehicles may be provided with less than a full tank of gas. Both National and Enterprise offer our renters several refueling options. Refueling rates vary by location, and the option selected. Travelers may choose one of the following:

Option A. Prepay at all airport locations and select off-airport—At the time of rental pick up, renters may purchase a full tank of gas at competitive industry pre-purchase fuel prices. Just ask the rental agents for the Fuel Service Option (FSO).

Option B. We refuel—The renter will be charged the refueling rate based on current self-service, per-gallon pricing, plus a fee of up to 50 percent. Corporate locations will cap the maximum refueling charge at \$2 per gallon above current full-service, per-gallon pricing.

Option C. You refuel—The renter replaces all gallons used before returning the vehicle to avoid all refueling charges.

****For rentals originating in Clemson in which tanks are returned with less gas than at time of pick-up, Enterprise will estimate the cost to refuel the tank and the charge will be added to the invoice. ****

A PCARD cannot be used for fuel, however travelers may opt to refuel using a personal credit card as fuel is a travel expense for which a traveler can be reimbursed.

The State has approved our request to fuel rental vehicles at the University Transportation Service's fuel station. Also, the State *Wright Express Fuel Card (WEX Card)* will now be available for use with rental vehicles requiring on the road fueling during long trips.

17. What are the different types of vehicles available through Enterprise?

Enterprise & National carry a wide range of vehicles from which to choose, i.e., economy size vehicles to trucks and vans. Most of these vehicles can be reserved via the normal online reservation process. If a vehicle is not listed as available to be reserved online, please contact your local Enterprise office.

Enterprise Rent-A-Car (local and "Home City" rentals) -- The Clemson contract requires Enterprise provide the car class reserved but specific makes or models. For example: If you reserve a midsize car, you will get a midsize car, but this does not guarantee you will receive Toyota Corolla.

National Car Rental – Emerald Club members can reserve and pay for a midsize car and choose any vehicle from the Emerald Aisle at most major airports in the U.S. and Canada. Executive level members are guaranteed a Full-Size vehicle at the midsize price.

18. How Can I Obtain Payment Information or a Copy of a Receipt for My Toll Charges?

Go to <https://www.htallc.com/tollpass> to access the Highway Toll Administration website.

Once on the site, in the lower right-hand corner you will find an option that states: "View Receipt and Online Payment Options." After you have clicked the "Learn More" button, you will be taken to the "Locate Your Statement" page.

To locate your statement for a specific rental, you can enter your Last Name and the Contract (or Rental Agreement) number. Then click on "Find Statement." If you do not know the Contract number, you can use your Last Name and the first six digits and last four digits of your credit card number. Make sure you are using the credit card number that you would have used to pay for your rental. Then click on "Find Statement".

Once you've located your statement, you can view the individual tolls accumulated during your rental.

Want to sign up to automatically receive toll receipts to your email?

Once on the "Locate your Statement" page, you will see a link to the right of the "Find Statement" link that states: "Auto-Receipt Sign Up".

Click the link and then enter the required information. Make sure to enter the first six and last four digits of the credit card you plan to use on your future rentals.

19. Can I rent a 15-passenger van?

No, Clemson University employees can rent up to 12-passenger vans. The Clemson Enterprise location does not carry an unlimited supply of 12-passenger vans, so please contact the rental branch to book these as soon as you are possible.

20. Can I rent a vehicle capable of towing?

The Seneca Enterprise office does not typically carry towing capable vehicles. If you require a towing capable vehicle, please contact the office with as much notice as possible so they can make arrangements to meet your needs.

21. What if I need to make a cancellation?

If you must cancel an existing reservation, please provide at least a 24-hour notice. There is no cancellation fee; however, a cancellation notice is very helpful in allowing Enterprise to better serve all University travelers.

22. How are parking tickets handled?

Travelers are responsible for any parking tickets or moving violations received during the rental period.

23. What do I do if I need emergency road service?

Customers in need of emergency road service in the United States and Canada may call a dedicated 24-hour roadside assistance line. Instructions for contacting the roadside assistance line are included in the rental agreement provided at the counter.

Emergency road service is available to assist renters when they lose their keys, get flat tires, are involved in accidents, or experience mechanical failure.

Enterprise 24-Hour Roadside Assistance
1.800.367.6767 OR 1.800.307.6666

Service Fees

Renters are responsible for the proper operation of their rental car including safe keeping of keys and supplying their own fuel. In the event of lost keys or an empty gas tank, we will gladly provide assistance; however renters may be responsible for service fees.

Response Time

Because each client's needs are distinct it is very difficult to provide specific response times for service. For example, in a metropolitan area tire changes, lock out assistance, or jump starts generally takes 45 to 90 minutes. Assistance in remote areas could require a longer response time. The traveler will receive an ETA when reporting their need for assistance.

Service Providers

The majority of our rental locations enlist Allstate and AAA to aid travelers in need of roadside assistance; however Enterprise Rent-A-Car utilize a variety of local and nationwide roadside assistance providers based on need and location.

Replacement Vehicles

When a replacement vehicle exchange is necessary, the Roadside Assistance department will identify the closest location to the point of disablement. A tow provider will be dispatched to exchange vehicles with the traveler. All service for the disabled vehicle will be addressed by National or Enterprise.

In addition, all University travelers are required to contact Clemson University Risk Management (864-656-3354) immediately in the event of an accident.

24. Are extra keys available for the rental vehicles?

Enterprise offices only carry one set of keys per vehicle and that set is issued to the renter. If the keys are lost by the renter, the cost of replacement keys and any other related costs, such as vehicle towing, is the responsibility of the renter. Enterprise does offer a Road Side Assistance for \$3.99/day that will alleviate you of responsibility if keys are lost or if there is any other road side issue.

25. How do one-way rentals work?

The Clemson contract includes pricing for one-way rentals through Enterprise and National Car Rental (airport to airport). Drop Fees and One-Way fees are waived within the state of South Carolina. The Clemson contract also has negotiated “shuttle” rates to/from the Clemson Branch and GSP as well as the Charlotte, Asheville, and Atlanta airports with no mileage, one-way, or drop fees for Economy – Full Size vehicle classes.

Note: For “shuttle” rates, you MUST use the [Clemson University Reservation Portal](#)

26. What should I do if I am involved in an accident?

1. Call the police.
2. Accidents should be immediately reported to the office where vehicle was rented. If the office is closed, call Roadside Assistance.
 - If you are unable to contact the renting office at the time of the incident, the accident should be reported within 24 hours (or next business day).
3. The renting branch will obtain the required information from you and complete an Accident Report.
4. If possible, document the accident site with photographs.
5. Renter must immediately deliver to the office where vehicle was rented every process, pleading or paper relating to any claims, suits and proceedings arising from such accident.
6. The renter should also capture information on all parties involved in the accident and provide this information to the rental location and/or Roadside Assistance.
7. Renter shall provide personal insurance information, if requested.
8. In the event of a claim, suit, or legal proceeding, renter and driver shall cooperate fully with the renting branch.
9. The traveler must return the vehicle to the rental office as soon as possible.
10. If the vehicle is not drivable (or was towed), the tow company information should be provided to the rental location or Emergency Road Service.
11. The rental office will document all damage to the vehicle and process an incident report to the Damage Recovery Unit (DRU). DRU is responsible for the handling of the claim through to resolution. DRU will pursue all avenues available for collections depending on the unique circumstances surrounding the account and the loss.

*****In addition, all Clemson University travelers are required to contact Risk Management (864-656-3354) immediately in the event of an accident. *****

27. What if I need to contact an Enterprise employee about a rental complaint?

Any employee at Enterprise would be able to help you with any questions/needs you have. The best contact for any traveler is typically the Branch Manager at the office from which they rented the vehicle.

If a complaint cannot be resolved at the original renting location, contact our rep Jason.Rials@ehi.com and provide your rental agreement number and your concern.