



Frequently Asked Questions

Frequently asked questions and answers about Montana State University Billing's Rental Program with the Enterprise Rent-a-Car® and the Enterprise Plus Program.

Who is Eligible to Rent:

Q. Who is eligible to rent?

A. Employees, registered Club members, and University Volunteers are allowed to rent under this agreement for University business purposes.

Q. Can I use the corporate discount for personal rentals?

A. Employees can rent for personal use by using account #63MSU01. The rates associated with the corporate program can be used on personal rentals. **Please note that insurance coverage is not included for personal use rentals.**

Vehicle Rental:

Q. How do I rent a car from Enterprise®?

A. There are several ways to reserve a vehicle through Enterprise®:

- You can reserve by calling the downtown branch directly at 259-9999; or
- You can click the logo below, create an Enterprise Plus account, and reserve on-line:



["Click Here to Reserve a Car"](#)

Note: Airport rentals have additional fees.

Q. Why is the MSU Billings contract number so important?

A. If you do not use the account number or name; then the terms and conditions will not apply - you will not get the contractually provided pricing discounts and will not get the \$1 Million CSL Liability that is included in the rates for business travel. This illustrates the importance of booking your reservations through the approved channels or making sure that you reference the MSU Billings account number for the vendor.

Q. How can I pay for a rental?

- A.
1. Purchasing Card. The preferred method is a University P-Card in your name to be input as a payment option on your Enterprise Plus Account. If you do not have a P-Card or wish to make a reservation for another person, please use (2a.) listed below to complete the reservation.
 - a. These cards offer an extra layer of insurance beyond the contractual insurance.
 2. Alternate methods include:
 - a. Paying with a personal credit card and completing a **Travel Reimbursement** form; or
 - b. Work with University Business Services for the rental to be charged Direct Bill to the responsible department index.

Q. Do I accept insurance?

A. No. Collision Damage Waiver (CDW) and \$1 Million Combined Single Limit (CSL) Liability is included in the rates for business travel.

Q. What is required when obtaining the car?

A. A valid driver's license and purchasing credit card is required. Billing is available for travelers without purchasing cards. (See alternate payment methods.) In this case, a credit card is not required for business use rentals. A credit card in the renter's name is required for all personal rentals. Please contact the local branch should you have questions regarding debit cards or cash rentals.

Q. Are one-way rentals allowed?

A. Since Enterprise® is designed to service the home city market we do not have a formal one-way program. Please contact the branch directly for one-way options. A one-way program is also established with National Car Rental.

Where Can I Park My Personal Car During Rental:

Q. Where can I park my car while I rent?

A. If you rent from Enterprise, Hertz or National at the Airport, you have options of getting your personal car to campus and parking with your hang tag, getting your car to your house, or paying to park in long-term parking at the Airport.

Cancellations:

Q. Is there a cancellation fee?

A. Possibly – Always review the cancellation details with the rental reservation.

Returning a Rental Vehicle:

Q. Where can I turn in a rental vehicle?

A. You can return a rental vehicle to the location from which you rented it - either the airport or downtown.

Q. Do I need to return the vehicle full of fuel?

A. Typically, no. There is a nominal surcharge (7 - 10 cents per gallon with Enterprise, for example) to fuel the car if it is returned without being refueled. Departments with frequent gas purchases should consider getting a Wright Express gas fleet card. Contact Business Services for more information.

Joining Enterprise Plus:

Q. What is Enterprise Plus??

A. Enterprise Plus is a renter recognition program that allows travelers to build their profile on-line to speed up the reservation and rental process. This is not a counter-bypass program for airport transactions.

Q. How do I enroll in Enterprise Plus?

A. Joining Enterprise Plus is easy; the registration page takes only a minute to complete and already has your account# and PIN# pre-populated. Just follow these easy steps:

1. Go to [Enterprise's Business Solutions Portal](#)
2. Complete the form and click on the "submit" button.
3. Print off the welcome page that displays the temporary "Enterprise Plus" card and unique member number. You will receive your permanent member card with 4-6 weeks.
4. Update your credit card information.

Q. Is there a cost to join Enterprise Plus?

A. No. It is a free program.

Q. What are the benefits of membership?

A. With Enterprise Plus, you will enjoy the following benefits:

- Earn points with every qualifying rental.
- Faster Reservations - online, on the phone, with your travel agent, and at participating Enterprise locations.
- Faster Rentals.
- Special Member's Line at Major Airport Locations.
- Special offers when you subscribe to Email Extras.

How Do I Resolve Rental Issues:

Q. Who do I call if I have trouble with my reservations?

A. You contact the vendor from which you are renting and request to **speak with a manager**.

All vendors have multiple employees. Any questions we've had thus far have all related to unfamiliarity with the Western States Contract Alliance (WSCA) contracts we use to rent from Enterprise, National and Hertz. To date all questions have been resolved quickly and to customer satisfaction.

Note: If you have difficulty getting the issue resolved with the vendor, please alert the Business Office.

Q. What is the claim process if an employee has an accident with an Enterprise® car?

A. Please contact the local office where you rented the vehicle as soon as possible and they will fill out an accident report. Additionally, you will need to complete the Incident Report Form with the Administrative Vice Chancellor (within 5 days).

Long-Term Rentals:

Q. My department has the need for monthly rentals, how should these be handled?

A. Additional discounts are available for long term rentals. Please contact Erin Kramarich at 406-896-0752 or via email at erin.kramarich@ehi.com to book.

Use Restrictions:

Q. Can I take a rental car on a gravel road?

A. Vehicles are permitted on maintained gravel roads, including forest service roads. Maintained roads also include the ability for 2 cars to safely pass each other.

Benefits of Private Vendor Rentals:

Q. Why rent a car instead of getting reimbursed to drive my own vehicle?

A. You will avoid costly wear and tear on your personal vehicle, have peace of mind with 24-hour roadside assistance, experience safety and comfort, and perhaps have the opportunity to drive a newer car.

MSU Billings will save money on travel (often more than 20%), reduce insurance and liability risk, gain cost-effective alternative to expensive airfare, ensure accurate accounting and invoicing, and enhance employee satisfaction with newer vehicles and more vehicle choices.

Q. What is the advantage to adding Enterprise Rent-A-Car® as a preferred supplier?

A. Enterprise® has more than 7000 locations throughout North America and this allows you the ability to rent in your neighborhood, at work, or even at many airports. This convenience can also save you time and money instead of driving your own vehicle or going to an airport location to pick up a car for local travel.

For questions regarding this program for Enterprise Rent-A-Car, please contact Erin Kramarich at 406-896-0752 or erin.kramarich@ehi.com.