

ENTERPRISE “MOTOR POOL” FAQ

Using Enterprise Rent-a-Car for University Business Travel

Effective Aug. 15, 2016, the University transitioned from the Carolina Motor Pool to Enterprise Rent-a-Car, an approved vendor with the State of North Carolina. Facilities Services is pleased with the services and options that Enterprise is providing to the University, and knows that they will do their best to address any issues or concerns that arise. The most frequently asked questions about using the Enterprise Rent-a-Car service are answered below.

Where is the closest Enterprise branch?

The closest Enterprise branch is located at [1400 E. Franklin Street](#). To reach the Chapel Hill Enterprise office, call 919-967-5128; when the line picks up, press the * key to avoid being transferred to another office or the national call center.

How do I reserve an Enterprise rental vehicle?

All online reservations should be placed via the [Enterprise UNC Business Travel link](#) to take advantage of the State contract discounts on rates and insurance. You will need to provide both the six-digit department number to be charged [311400 for COMM and 311401 for WSS] and the driver's PID number so that your department can be billed through Customer Billing Management (CBM). There is an additional box if your accounting department requires that you enter the full chartfield string or other information. If reserving a vehicle in person or by phone, you will also need to provide the UNC Enterprise account number NC53E02.

Please remember that vehicle rentals from Enterprise are subject to all agency and State policies related to travel, and vehicles are only to be operated by State employees for official State business.

How will I be billed for vehicle rental services?

We are working with Enterprise to get past rentals entered into the CBM system, and moving forward departments should receive billing on a weekly basis. It is imperative that the correct department and PID numbers are provided when the reservation is made; incorrect information slows down the billing process while we research and correct the invalid information. [Please submit the receipt with a Campus Direct Charge form as soon as possible after making the reservation and getting a quote.]

Your Enterprise bill will (correctly) include county, highway, and other applicable taxes, but will not include sales tax. Itemized tax and fee charges can be viewed during the online reservation process.

For questions regarding the University billing process or to correct an account number, please contact Alice Moore at alice.moore@facilities.unc.edu. [Contact Bill Swindell first – he can contact Alice if necessary. Thanks!]

If you have questions regarding itemized charges or Enterprise policies, please contact

Dustin Keys, your local Enterprise Manager, at Dustin.D.Keys@ehi.com.

How do I arrange for pickup and drop-off?

Enterprise offers pickup and drop-off services during operating hours to locations within a 5-10 mile radius of each branch. All Enterprise offices are open five days a week (Monday – Friday), most are open for limited hours on Saturday, and a few have Sunday hours. To arrange for pickup services, please contact the branch at which you have made your reservation as early as possible to confirm that you are within their territory and to schedule your request.

How do I pay for fuel?

Enterprise Rent-a-Car guarantees that your rental vehicle will have a minimum of a fourth of a tank upon pickup. Customers have three options for paying for fuel:

1. Refill the tank yourself to the level at which you received it. Submit fuel receipts to your department and submit a travel reimbursement request.
2. Prepay for the fuel in the tank at a discounted rate per gallon (calculated once a car is attached to the rental contract); fuel charges will be added to your Enterprise billing. If you do not use the amount in the tank, there are no adjustments or refunds for unused fuel. This payment method is only advantageous if you plan on using what is in the tank.
3. Postpay for the number of gallons used at a mark-up price and charges will be included in your Enterprise billing. This method is often considered when paying for only a few gallons of fuel and you do not want to expense an additional receipt to the University.

Enterprise representatives are always available to discuss what options will work best for you and your travel plans. **[If you charge fuel through Enterprise, please submit an updated receipt after your trip.]**

How do I pay for toll roads when driving my rental vehicle?

If you use a toll road while driving your Enterprise rental vehicle, a toll invoice will be sent to the driver's home address approximately 30 days later. Toll fees cannot be charged to the Enterprise account and will need to be paid by the driver, who can then request an expense reimbursement through his/her department.

This information and answers to other frequently asked questions can be found on the Facilities Services [Vehicle Rental](#) webpage.

For additional questions or concerns, please contact:

Dustin Keys, Local area Enterprise Manager, Dustin.D.Keys@ehi.com

Mark Stark, University Fleet Manager, mstark@facilities.unc.edu

Alice Moore, University Fleet Services, alice.moore@facilities.unc.edu