



#### **Welcome MSU Travelers!!**



- Introduction To Enterprise and National
  - Our History and Our Current Position

Review of the MSU / State of Kentucky Program

Introduction to our Murray Kentucky Team

How to make reservations

How to handle 15 Passenger Van Request

How to pay for your rentals

Emerald Club

What to do in case:

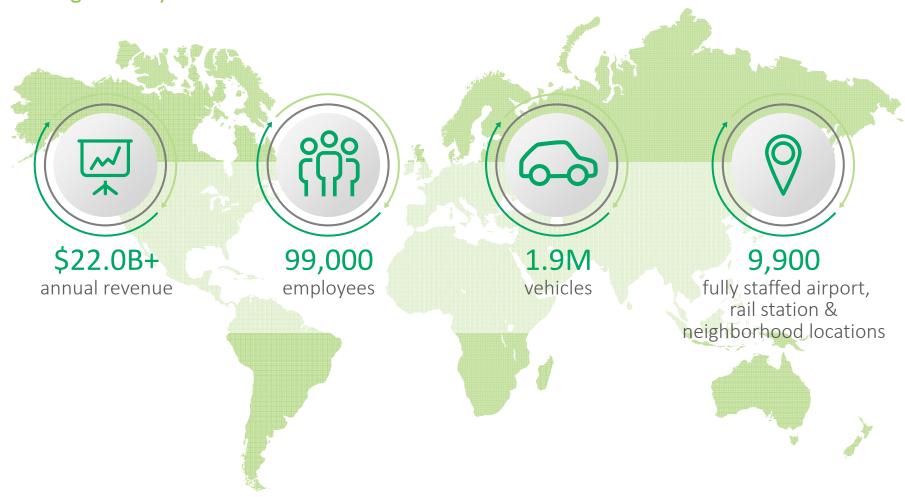
Q & A

## **Enterprise Holdings**





Leading The Way To The Global Future Of Vehicle Rental



#### **Murray State Rental Program**



- What is the Enterprise Program? (Handout)
  - Dedicated Online Booking Tool/Link
  - Great Contracted Rental Rates
  - Unlimited Mileage
  - Damage Waiver and Liability Insurance Included
  - Additional Drive Fees Waived
  - Rental age 18 and up with MSU approval (21 of age on 15 passenger van rentals)
  - Departmental Billing (approval required)

### **Enterprise Murray Kentucky Team**



- Location Manager: Emily Robbins
- Area Manager: Melyssa Roberts
- Account Manager: Brad Bohannon
- Murray KY Location Address: 1900 N 12<sup>th</sup> Street, Murray KY, 42071 (270) 753-3400
- Western Kentucky Locations
  - Hopkinsville 2305 Fort Campbell Blvd, Hopkinsville KY, 42240 (270) 885 -1200
  - Henderson 1020 N Green Street, Henderson KY, 42420 (270) 827 5557
  - Madisonville 1055 N. Main Street, Madisonville KY, 42431 (270) 821 0060
  - Mayfield 805 Paducah RD, Mayfield KY, 42066 (270) 247 2479 \*\* 5-Day Location
  - Paducah 2515 Irvin Cobb Dr., Paducah KY, 42003 (270) 444 5223
  - Paducah 3168 Park Ave., Paducah KY, 42001 (270) 442 -7888 \*\* 7-Day Location
  - Paducah \*\*National Car Rental\*\* Paducah Reginal Airport (888) 826 6890 \*\*7-Day Location
  - (KY Locations Handout)

#### Reservations



- Reservations are quick and easy with Enterprise and National Car Rental, with several options for making reservations:
- The preferred method is our online booking tool which can be found on the Employee Tab of MyGate.
- You can also make reservations by calling one of our reservation lines:
  - Enterprise: (800) 736 8222
  - National: (888) 445 5664
    - \*\* You will need the MSU Account number (XZ58383) and your billing number if applicable\*

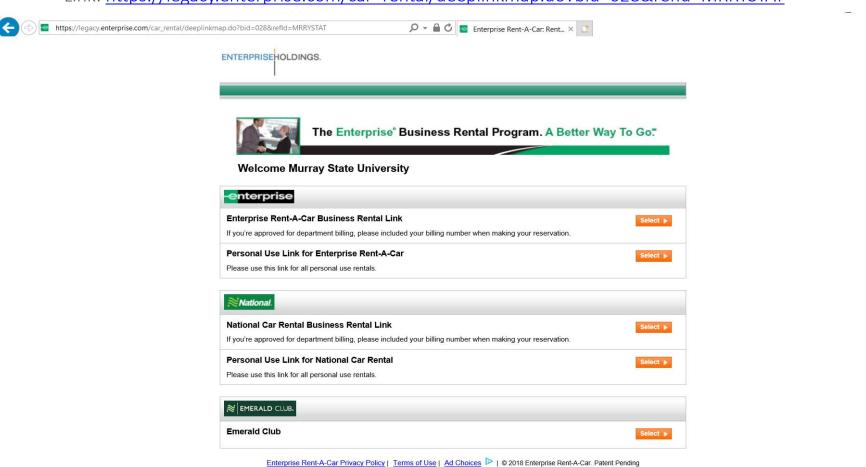
You can also make reservations by calling the local branch directly.

\*\* As a MSU Employee, you will also have access to the Enterprise program for personal use. Please use account number 58C0108 or the Personal Use Link on the online booking tool. \*\*

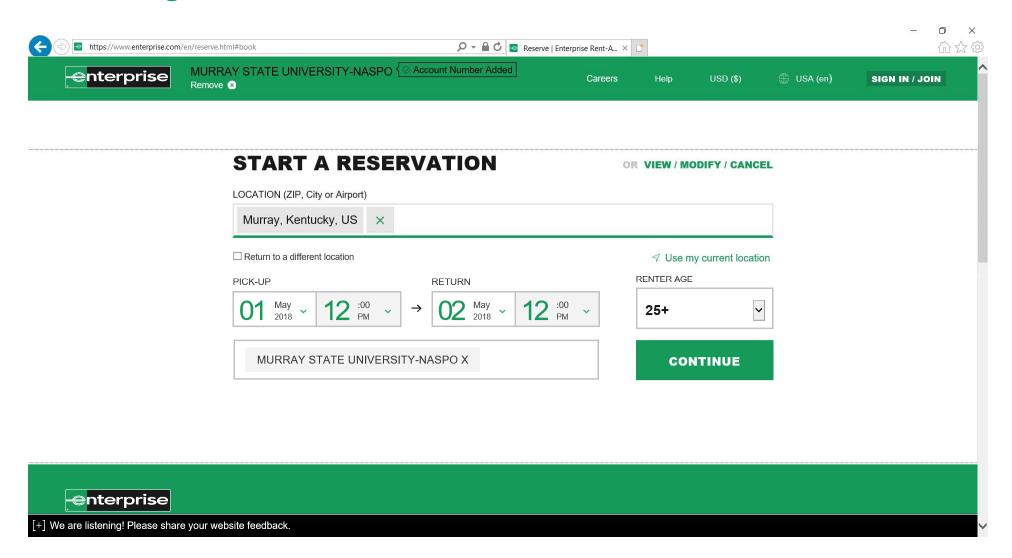
#### **Reservations**



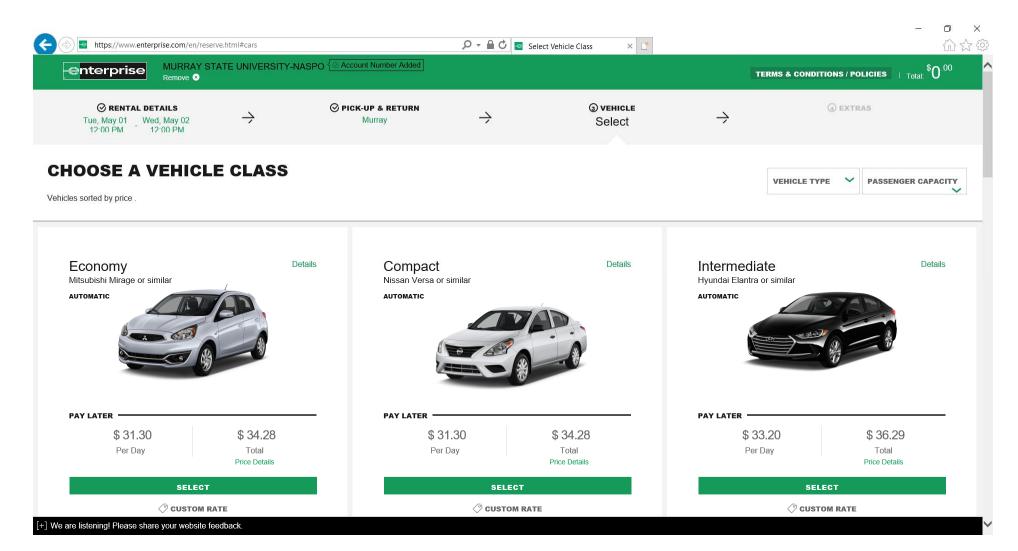
- Review of the Online Tool:
  - Link: https://legacy.enterprise.com/car\_rental/deeplinkmap.do?bid=028&refld=MRRYSTAT



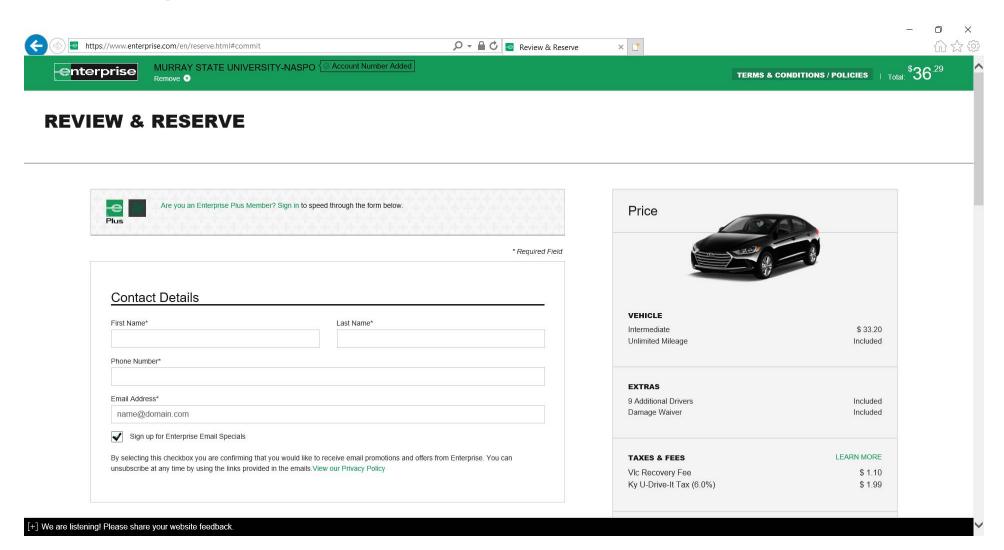














www.enterprise.com/en/reserve.html#commit  Are you an Enterprise Plus Member? Sign in to speed through the form below.	D	
dus	Price	750
* Required Field		#
Contact Details		
	VEHICLE	
First Name*  Last Name*	Intermediate	\$ 33.20
	Unlimited Mileage	Included
Phone Number*		
	EXTRAS	
Email Address*	9 Additional Drivers	Included
name@domain.com	Damage Waiver	Included
✓ Sign up for Enterprise Email Specials		
By selecting this checkbox you are confirming that you would like to receive email promotions and offers from Enterprise. You can	TAXES & FEES	LEARN MORE
unsubscribe at any time by using the links provided in the emails. View our Privacy Policy	VIc Recovery Fee	\$ 1.10
	Ky U-Drive-It Tax (6.0%)	\$ 1.99
Confirm Trip Purpose	ESTIMATED TOTAL	\$ <b>36</b> .29
Your account is associated with MURRAY STATE UNIVERSITY-NASPO. Are you traveling on behalf of MURRAY STATE		<b>430</b> =-
UNIVERSITY-NASPO for this rental?		
● Yes		
O No	Rental Details	CHANGE
	. Control Docume	GHANGE

### **Car Rental Payment**



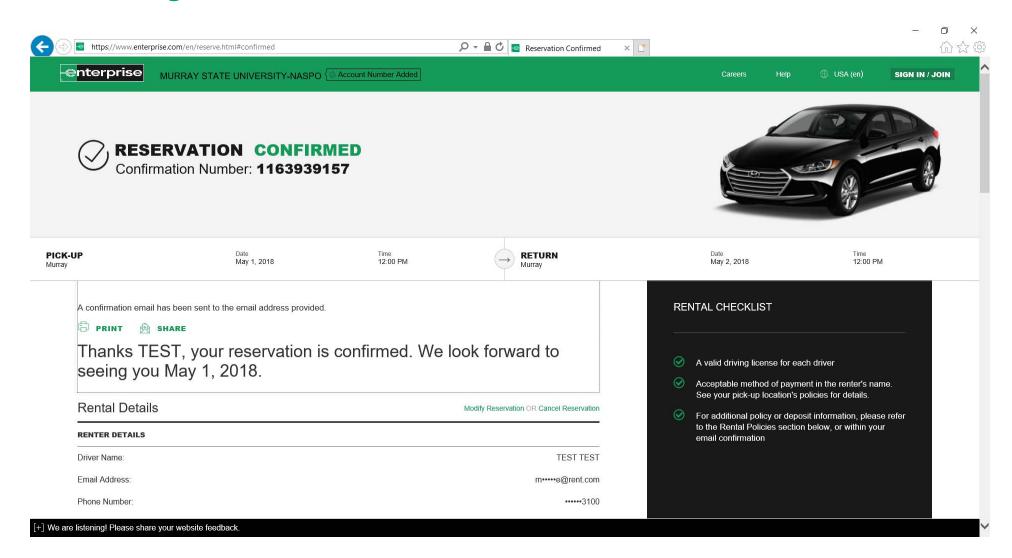
- Individual Credit Cards and P-Card holder: Some Faculty/Staff will have a dedicated pcard assigned to them which can be used for rentals.
- Payment with a P-Card will take place at the counter (not at time of reservation) and the card will need to be present. The renters and the name on the card need to match.
- Department Billing Accounts: Some Departments will have a billing account that is attached to a department p-card. If your department is approved to have a billing account, you will need to include the billing number at time of reservation.
- \*\* For security reasons the counters are unable to look these accounts up for you\*\*

# **Booking Tool Continue – Adding A Billing Number**



//www.enterprise.com/en/reserve.html#commit	v & Reserve × 📑	
Your account is associated with MURRAY STATE UNIVERSITY-NASPO. Are you traveling on behalf of MURRAY STATE UNIVERSITY-NASPO for this rental?		-
Yes		
○ No	Rental Details	CHANGE
	INTERMEDIATE	
	MURRAY	
Billing	Tue, May 01, 2018 @ 12:00 PM	
I am authorized for billing privileges and am choosing to bill MURRAY STATE UNIVERSITY-NASPO for this rental.	Wed, May 02, 2018 @ 12:00 PM	
● Yes	, MURRAY STATE UNIVERSITY-NASPO (Account Number	or Addod)
	WORKAT STATE UNIVERSITT-INASPO (Account Number	n Audeu)
Please provide a billing number.		
Enter Billing Number	D 417	~
O No	Rental Terms	•
	KEY RENTAL FACTS	
	KEY RENTAL FACTS  An overview of your rental terms:	
	Inclusions and exclusions	
Complete Your Booking	Potential additional costs and more	
You will be charged when you pick up your rental.	Read Key Rental Facts	
You will be charged when you pick up your rental. \$36.	2	
	RENTAL POLICIES	
	> Rental Terms and Conditions	
RESERVE NOW	> Additional Driver > After Hours Service	





#### **15 Passenger Van Request**



- 15 Passenger Vans: You will need to call the local office for reservations.
- The Murray office will have five 15 passenger vans that are assigned to their office to support the travel needs of MSU.
- The Murray office will also have access to our pool of vans when the demand exceeds their fleet.
- Advanced booking is strongly encouraged to make sure everyone's needs are met.
- Cancellation If you fail to provide at least 24 hours notice on a cancellation you will be charged one day rental.

### **Two Brands to Meet Any Need**



One Loyalty Program Covering Both



#### Recognized at 8,000+ National and Enterprise locations around the world

- "We'll Pick You Up"
- High-Touch Personal Service
- Adaptable Solutions
- Travel Policy Compliance
- Mileage Reimbursements Solution

- Speed
- Choice
- Recognition
- Travel Policy Compliance

- Innovation
- Emerald Aisle
- Premier Selection
- Priority Service

#### **Incidentals**



#### Breakdown:

- Flat Tires, Lost Keys, Dead Battery, Out of Fuel, Etc.
  - Contact Roadside Assistance (info on rental agreement)
  - Enterprise Roadside (800) 316-0977
  - National Roadside (800) 367-6767
  - A service fee will apply and be added to your rental agreement.

#### Accident:

Collision with any automobile or other property.

Contact your Manager

Get a police Report

Contact Roadside Assistance

Complete an internal claim with the renting location



# Q & A

