

# **Ordering Instructions**

## **Statewide Contract (optional use by agencies)**

**CMA 0212 CRENTAL20A**

### **Rental Car - Enterprise**

**STATE AGENCIES: Ordering Requirements** – Spending Unit(s) should issue a wvOASIS Agency Delivery Order (ADO) to the Enterprise Rent A Car Company location. Non-wvOasis agencies should order using appropriate agency ordering procedures.

**Special Instructions** – Use **State of WV User Code: XZ68WWV** to obtain discount. This discount is available nationally at any Enterprise Rent A Car Company location.

**NOTE:** Use in-state pricing for rentals within the State of WV. NASPO rates apply outside the geographical state area.

**Approvals Required** - None

#### **Agency and/or Vendor Contact Information:**

Rob Halloy, Business Sales Director  
148 Carrier Way, Suite H  
Scott Depot, WV 25560  
304-720-6890 ext. 146  
Robert.F.Halloy@ehi.com

**Type of Delivery Order** – An ADO should be created in wvOasis with the appropriate documentation attached.

**How to submit the completed order to the Vendor** – Assemble document, print and submit the ADO to the vendor.

**POLITICAL SUBDIVISIONS:** Contact vendor to confirm that contract pricing is available.

**New Billing System for Direct Billing only** (P-Card payment booking will remain unchanged):

The rental car provider, Enterprise, has added an extra level of security to its billing and booking process for West Virginia state agencies wishing to use the direct bill method of payment. This updated will help protect state agencies and employees against fraudulent vehicle rentals that can be billed to their account.

All direct bill accounts previously not required to enter a billing number to activate the direct bill function will now be required to do so when making a vehicle reservation. This means that moving forward, an account number, in conjunction with a billing number for that account, will be required to reserve a rental vehicle.

There will be no other changes with your account as a result of this update. If your entity currently has an account that was set up recently where you are booking with both your account number and billing number, you should maintain your booking procedure with no disturbance. If your entity does not have direct billing number associated with your account and your travelers utilize a P-Card as the method of payment, continue to book as normal.

For those accounts where a single account number is used when making the reservation, you will be required to contact the state's dedicated account manager from Enterprise, whose contact information is noted below, to obtain your new billing number. **After you have this billing number, you may utilize your Account Manager for booking instructions, or any other enhancements needed with your current travel.** Please note the only change in the direct bill process that the entity will notice is that both the account number and secured billing number will be required when making the reservation online.

The local Enterprise office will not have access to your billing number, so it is very important that this information is communicated to your travelers.

Please make sure you share the billing number with only trusted travelers. In the event you have an employee who leaves your agency and you feel your billing number has been compromised in any way, please reach out to the account manager below so that they can change your billing number immediately. This will also prevent fraudulent rentals.

To obtain a billing number for your account, please contact West Virginia's Enterprise Account Manager Scott Davisson at [scott.a.davisson@ehi.com](mailto:scott.a.davisson@ehi.com) or by phone at 304.415.3278. Please disregard this step if your agency will continue to use the P-Card to make rental vehicle reservations.

**Note: (Billing numbers will only be sent via email so Enterprise can keep notes on who they are sent to for extra precautions).**