



Defense Travel Management Office



U.S. Government Rental Car Program

2010 Defense Travel Administrator Seminar

June 8–10, 2010

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Agenda

- Overview
- Policy
- Benefits
- Rental Car Agreement
- Rates
- Reservations Procedures
- Insurance & Damage Liability
- Unauthorized Usage of a Rental Car
- Accidents/Service Failures



Overview

- Provides a best value service for government travelers on official travel
 - Official travel is limited to transportation to and from duty sites, lodging, dining, or similar places required for subsistence
- 16 rental car companies at over 10,000 rental locations
- Rental Car Agreement with defined terms and conditions
- DTMO interface with vendors and customers
 - Provide claim and dispute assistance

CY08 - \$470M





Overview (continued)

- Official travel status is authenticated by the following:
 - Travel Authorization/Order
 - Government Travel Charge Card (GTCC)
 - When GTCC is used as identification for official travel status – cost of rental must be charged to that card





Policy

- When selecting a rental vehicle:
 - It must be obtained through the Commercial Travel Office (CTO), when available
 - Use the lowest cost rental that meets mission requirement
 - Use a company and rental car location that participates in the DTMO rental car agreement is encouraged
- Disregarding rental car arrangements made by a CTO may require justification for additional rental car costs





Program Benefits

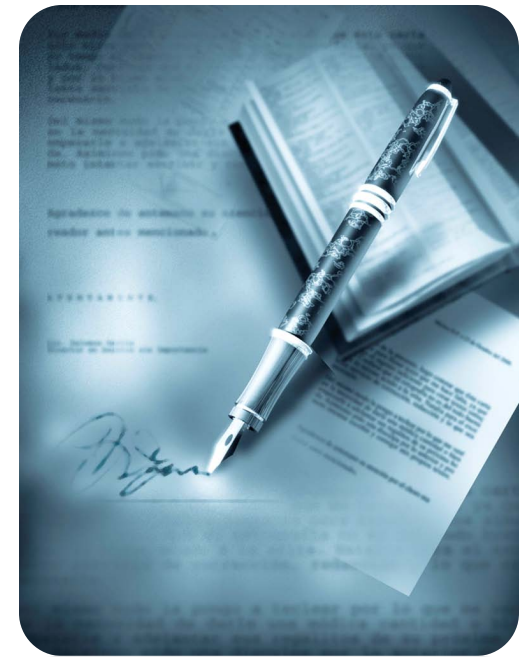
- Unlimited Mileage
- No fee for liability coverage
- Additional drivers added at no cost
- Drivers 18 and over allowed to rent vehicles with no underage drivers fee
- Variety of vehicles

Type	Model
Economy	Chevrolet Metro
Mid-Sized	Dodge Neon
Full-Sized	Nissan Altima
Station Wagons	Self Explanatory
Mini-Van	Self Explanatory
Sports Utility Vehicle	Self Explanatory



Rental Car Agreement

- Outlines terms and conditions that govern program
- Addresses the following areas:
 - Rates
 - Reservation procedures
 - Insurance and damage liability
 - Accidents or repairs
 - Program benefits
 - Official travel status
 - Authorized drivers
 - Claims processing





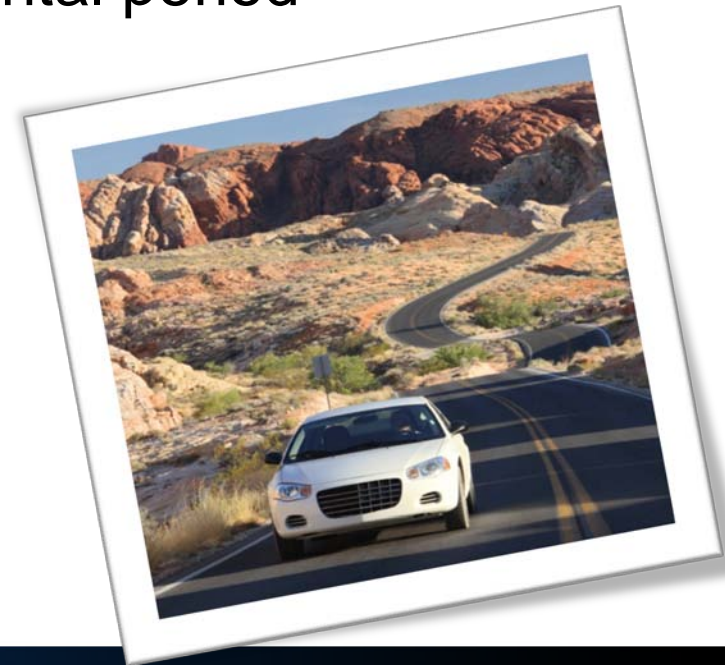
Rates

- DTMO approves ceiling rates offered by car rental companies
 - Rates may be lowered but not raised without approval
 - Rates do not include penalty restrictions
- Total charges include Government Administrative Rate Supplement (GARS), state/local fees and taxes
 - GARS, a \$5.00 per day fee that offsets free benefits and application of terms on a worldwide basis
- Include unlimited mileage (except one way rentals)



Rates (continued)

- Weekly rates cannot exceed 6 times the daily rate
- Ceiling rates are not subject to blackout dates
- Rates do not require advance reservations
- Rates do not require a minimum rental period





Reservation Procedures

- Travelers should ensure rental contract includes GARS charge
- Rental rates confirmed must be guaranteed and honored for 60 days from the time of reservation
- Vehicle must be available and the contract ready when renter arrives
 - If vehicle is not available, company will make arrangements to provide a vehicle through another participating location





Reservation Procedures (continued)

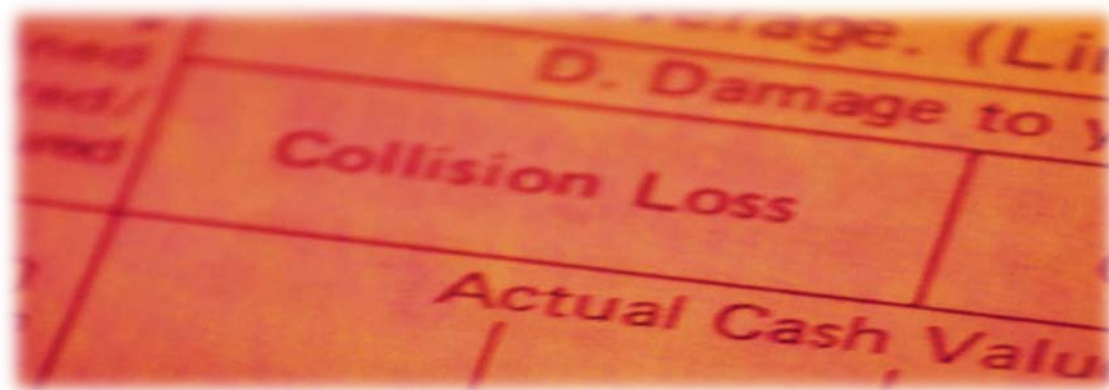
- If size/class reserved is not available, company must offer an upgraded vehicle at cost or smaller car at reduced rate (with renter's consent)
- Confirmed reservation must be held for a minimum of 2 normal business hours after renter's scheduled flight arrival time
- Charge / credit card numbers are not required to make reservations





Insurance and Damage Liability

- Car rental car companies provide liability coverage for personal injury, wrongful death and property damage at the following limits:
 - \$25,000 for property damage
 - \$100,000 per person
 - \$300,000 for all persons





Insurance and Damage Liability (continued)

- Coverage does not address theft of personal or government property from rental cars
 - Personal accident insurance or coverage may be offered but is not a prerequisite for renting a vehicle
 - This type of insurance is generally not a reimbursable unless it is a mandatory OCONUS requirement
- Certain OCONUS locations require renters to purchase insurance, which is a reimbursable expense





Unauthorized Usage of a Rental Car

- Obtaining vehicle through fraud or misrepresentation, or damage or loss is caused intentionally by an authorized driver
- Operation of the vehicle by a driver who is under the influence of intoxicants or any prohibited drugs
- Use of the vehicle for any illegal purpose
- Use of the vehicle in pushing or towing another vehicle
- Use or permitting the vehicle to carry passengers or property for hire
- Operation of the vehicle in a test, race or contest





Unauthorized Usage of a Rental Car (continued)

- Operation of vehicle in live artillery fire exercises, or use in training for tactical maneuvers
- Operation of vehicle by a person other than an authorized driver
- Operation across international boundaries (unless specifically authorized at the time of rental)
- Theft of rented vehicle (unless the renter can show the keys were stolen through theft or robbery)
- Operation of vehicle off of paved, graded, state or professionally maintained roads, or driveways (unless the company has agreed to this in writing beforehand)





Accident Claim Resolution Steps

- If a renter is involved in an accident they should:
 1. Notify police, obtain a police report
 - If no police report is available, renter must provide rental company with information from all parties involved in the accident
 - Keep record of location and representative that assisted for follow-up purposes
 2. Promptly notify the car rental company
 3. Complete a rental car company accident report (as required)





Accident Claim Resolution Steps (continued)

- If rental car company deems claim is covered under the “Agreement”
 - Accident cost should be paid by rental car insurance
- Claims not covered under “Agreement”
 - Rental car company will render a bill to the agency on behalf of the traveler
- Agency
 - May confer with DTMO for further assistance regarding unsolved claims





Service Failures Resolution Steps

- Travelers should address service failures in the following order:
 - Seek resolution directly with rental agency
 - Notify local Transportation/Travel Office
 - Advise DTMO





Ongoing Initiatives

- Rental Car Agreement Update
 - Clarify terms and conditions
- Enhance program management oversight
 - Quarterly Performance Reports, Site Visits and semi-annual meetings
- Develop and execute a plan to communicate with stakeholders and market program





Resources



DTMO Website

- Copy of the US Rental Car Agreement
- Rental Vehicle Customer Service Tool
- Customer service and accident case assistance
- Vendor Contacts
- Car Rental Rates (Ceiling Rates)



Travel Explorer

- Rental Car 101 Training
- Frequently Asked Questions



Travel Assistance Center

- 1-888-Help1Go (888-435-7146)
 - If you are calling from overseas, use DSN 312-564-3950 or dial 809-463-3376 (wait for the beep) then, dial 1-888-Help1Go
- Submit a help desk ticket through Tickets



Connect 2010

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