

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 6	Fiscal Policies and Procedures	Effective:	May 2000
Section 6.2	Travel Policies and Procedures	Revised:	April 2009
Policy 6.2.7	Car Rental Firms	Responsibilities:	Assistant Vice President for Business Affairs

CAR RENTAL FIRMS

Contract Car Rental Firms

The Texas Procurement and Support Services Division (TPASS) currently has state contracts with Avis Rent-A-Car, and Enterprise Rent-A-Car Systems, Inc. These contracts are effective through September 30, 2009. The University of Texas Health Science Center has established a direct bill account with Enterprise Rent-a-Car Systems, Inc. These vendors should be used for all official business requiring a rental car unless a less expensive vendor is used or unless there is no contract service available in the traveler's destination. Reimbursement will not exceed the prevailing comparison state contract rental car rate unless there is no car available from the comparison state contract rental car vendor. The reason(s) for not using Avis or Enterprise must be indicated on the [State of Texas Travel Contractor Usage Statement](#).

Coverage Area

Provisions for taking a contracted rental vehicle out of the U.S. and across state lines vary from company to company and, in some cases, from location to location. If travel plans require taking the rental vehicle to Mexico, the traveler should contact Travel Services at 562-6201 or TravelAdmin@uthscsa.edu. The institution must contact The University of Texas System of Risk Management (ORM) and provide the year, make, model and VIN number of the vehicle used for travel. ORM will provide the required Mexico Auto ID card and Auto policy which must be carried in the car for the duration of the trip.

Reservations

1. Travelers may reserve a rental car through the University's designated travel agency or by calling the rental car company directly. If flying somewhere and then picking up a rental vehicle, the travel agency can book the rental car at the same time they book the airfare. This will save the traveler time and will ensure there is no confusion as there might be if the vehicle is booked later.
2. When making a reservation, the traveler should identify himself/herself as a State of Texas employee and give the specific state agency contract rate identifier number. The traveler should verify the rates and get a confirmation number.

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3. Make advance reservations. If the traveler does not have an advance reservation, the rental car company is not obligated to have a vehicle at the arrival destination.
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Insurance

The negotiated rental rates from Avis and Enterprise include two kinds of coverage:

1. LDW (Loss/Damage Waiver or comprehensive), which covers any damage to rental vehicle; and,
 2. Liability, which covers persons and property outside the rental vehicle. State employees, while in the course and scope of their employment, are covered by workers' compensation.
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No Vehicle Upon Arrival

If a traveler arrives at the rental counter with a confirmed reservation for a vehicle and one is not available, under the negotiated contracts, Avis, and Enterprise are required to:

1. give the traveler a free upgrade to the next higher vehicle class, if that is available; or,
 2. acquire a comparable vehicle for the traveler, from another contract vendor if possible, or from a non-contract company. In either instance, they must pay any difference in the cost. (These procedures do not apply if the vendor is sold out when the traveler calls to make the reservation. If that happens, the traveler will have to locate a vehicle with another company.) If the traveler does not get this assistance, call the company customer service contact or call Travel Service Office at 562-6201 (during normal business hours). If for some reason the traveler is unable to do this at the time of rental, contact the TSO as soon as possible after the trip. The TSO will request a refund or some other form of adjustment through TPASS.
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Promotional Rates

If renting a vehicle from Avis or Enterprise using a rate other than the State of Texas Contract Rate (e.g., a promotional rate), the traveler may not be covered by any insurance. Verification of

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insurance coverage using promotional rates should be confirmed by the traveler before completing the rental car arrangements. Otherwise, the traveler must request the State of Texas Contract Rate in order to be certain that the traveler receives the insurance coverage without additional charges.

**Use of Other
Rental Car
Vendors**

If the traveler rents a vehicle from any other rental car vendor, insurance may or may not be included in the base rental rate. Inquire at the time of rental if insurance is included. If they are not, the traveler must take them separately. If the traveler needs to use a non-contract rental car vendor under any allowable exception, LDW charges will be reimbursed; liability charges will not.

Allowable exceptions include the following:

1. No contractor in destination,
2. No cars available from contractor,
3. Lower total cost using non-contract rental car company, or,
4. Other.

Surcharges

Many cities and/or airports around the country impose surcharges on car rentals in their areas. These are considered mandatory charges and will be reimbursed.

**Rental of 15-
Passenger Vans**

If a traveler requires the use of a 15-Passenger van, the van must be rented from Enterprise Rent-A-Car Systems, Inc. using the institution's direct billing method. The University of Texas System [Policy 157](#), "Automobile Insurance Coverage for Officers and Employees and General Requirements for the Use of Vehicles" requires that 15-passenger vans be operated only by experienced, authorized drivers that have attended van-specific training including behind the wheel on the road training.
