

Date: September 3, 2013

To: All Employees

From: Stu Eskin  
Accounts Payable Supervisor

RE: Enterprise Rental Return Procedures

In the past couple of billing cycles when auditing the Enterprise invoice and the required Short Term Vehicle Reservation Request Forms there have been discrepancies found in expected rental charges. In some cases, Enterprise has added additional charges to Bloomsburg University's bill. The explanation for the additional Enterprise charge is because they were unaware the vehicle had been returned to the Maintenance Building. Fortunately, up to this point we have been able to avoid most of these additional charges.

**STEPS TO AVOID ADDITIONAL CHARGES:**

On the University website, under Enterprise Vehicle Rental Guidelines it states, "Call the Enterprise Rent-A-Car office when the rental vehicle is returned". Enterprise has told us that few employees call. However, they do acknowledge that the phone is unmanned from 6:00 p.m. to 8:00 a.m. and there is no voicemail, however the renter can send an email. This miscommunication has caused most of the discrepancies.

Enterprise has agreed that communication must improve. They are now placing flyers that outline the return procedures in each vehicle. Please do not discard these procedures. The flyer lists the Enterprise Rent-A-Car phone number and email address. Enterprise has also agreed to keep me better informed of employees that do not call and vehicles that are not returned on time.

Accordingly, the University is expecting compliance from employees.

1. Call Enterprise when a vehicle is returned to the Maintenance Building during business hours (8:00am-6:00pm);
2. Send an email if you are returning a vehicle after 6:00 pm or before 8:00 a.m.( or call first thing the next morning during business hours);
3. Contact Enterprise immediately if you know your vehicle return time is going to be later than the anticipated time recorded on your reservation, you must contact their office via phone or email;
4. Contact me with any concerns regarding the vehicle rental charges.

These steps will help ensure that unnecessary rental expenses are not being charged against your budget.