

## **Long Term Rental Car Service**

### **FAQ**

#### **General**

International renters must have an International Driving Permit (IDP) while driving in IL and in order to rent a vehicle from Enterprise.

#### **Q. What is an IDP?**

A. An IDP, allows you to drive abroad and is proof that you hold a valid driver's license from your home country. You must carry both your IDP and home license while driving in Illinois.

#### **Q. Why do I need one?**

A. It's your driver's license translated in English and in most cases, can be used as another form of identification. You must carry both your IDP and home license while driving in Illinois.

#### **Q. When should I get one? And where should I get one?**

A. You should purchase an IDP prior to your travel to the U.S. There are different agencies that provide IDP's. You purchase it from your home country.

#### **Q. West Suburban Limo gives us a special rate for pick up and drop off at the lab. If they pick up or drop off at Enterprise in Warrenville do, we still get a discount?**

A. Yes, they will honor the Fermilab rate from the Warrenville location.

#### **Direct Bill/Business Rentals**

#### **Q. What's the difference between direct bill and business rental?**

A. Direct bill reservations are reservations that are being billed and paid by Fermilab through a travel code. A business rental is being paid by the User using their personal credit card. The rates are different from leisure/personal rentals.

#### **Q. How will I pick up a vehicle from Enterprise? How will this work since Enterprise doesn't have an office on site?**

A. Enterprise will pick you up at Fermilab and take you back to the Enterprise office. You are responsible for notifying security (630-840-3414). It is also your responsibility to let Enterprise know where you are located.

#### **Q. Will enterprise deliver a rental vehicle on site for me after hours?**

A. No, not at this time.

#### **Q. I plan on traveling during non-business hours, the office I rented the vehicle from is not open. Where can I drop off the vehicle?**

A. You have two options

1. Drop off during business hours at the nearest location and have Enterprise staff drop you off at Fermilab for your limo pickup.
2. Drop off at the location that is open and have the limo pick you up from that location.

<b>Warrenville</b> 2 South 781 Route 59 Unit B Warrenville, IL 60555 1-630-836-8100	<b>North Naperville</b> 504 North Rt 59 Naperville, IL 60563 1-630-548-9835	<b>Naperville West Ogden</b> 1715 W. Ogden Ave Naperville, IL 60540 1-630-848-2270
Mon-Friday 7:30am-6pm	Mon-Friday 7:30am-6pm Saturday 9am – 12pm	Mon-Friday 7:30am – 7:00pm Saturday 8am-4pm Sunday 9am – 2pm

**Q. Based on my arrival time do I have to make a reservation with the location that is open at that time?**

A. The North Naperville Office will make the reservation and will work with the other two offices to provide you a rental car when you need it.

**Q. I arrived late from airport. What should I do? Who should I call?**

A. During their business hours you may call 1-630-548-9835 they will change your reservation and let you know where to pick up the vehicle.

**Q. Who can make a direct bill/business reservation?**

1. Administrative Assistants at the lab have been provided the required information when making a direct bill reservation.
2. Users Office can assist Users who do not have an administrative assistant but have a travel code. Users should make their reservation through the [website](#) and send the confirmation email to [usersoffice@fnal.gov](mailto:usersoffice@fnal.gov). They will contact Enterprise and provide the billing number after the travel code has been verified.
3. Users can also make a business reservation by using the [website](#) if they are **NOT** being direct billed to the lab. A credit card will be required during the time of reservation.

**Q. What is needed to make a direct billing reservation?**

A. The Administrative Assistant will need the following information when reserving a car:

Corporate ID No.: XZ15FLB

Billing No.: Provided to the Administrative Assistant who assisted you with your travel arrangements to the lab.

Users Office can assist Users who do not have an administrative assistant but have a travel code. Users should make their reservation through the [website](#) and send the confirmation email to [usersoffice@fnal.gov](mailto:usersoffice@fnal.gov). They will contact Enterprise and provide the billing number after the travel code has been verified.

Travel Code: Division/Section travel code for billing purposes

**Q. Do I need to provide a credit card if it's direct billed to the lab?**

A. No, you do not. All you need is Corporate ID number, Billing Number, and Travel Code.

**Q. What forms of payments are acceptable if I will be paying for my business rental?**

A. Major credit cards (Visa, Master Card, American Express, and Discover) are acceptable. However, please note that debit cards are not acceptable.

**Q. What is needed to make a business reservation?**

A. You or the Administrative Assistant will need the following information when reserving a car:

Corporate ID No.: XZ15FLB

Billing No.: Personal Credit Card information

**Q. Who can request a receipt for the rental?**

A. The renter or the Administrative Assistant can request a receipt from the Warrenville office.

**Q. What is the best way to reserve a vehicle that will be direct billed?**

A. There are two ways to reserve a vehicle

1. Administrative Assistants may contact the North Naperville location and they will contact the corresponding office depending on office hours.

2. Administrative Assistants can reserve a vehicle through the Enterprise [website](#). The system will require a corporate ID number, billing number, and travel code.

**Q. Are direct billed rentals required to leave a deposit?**

A. No, as long as Enterprise has the Corporate ID Number, Billing Number, and Travel Code.

**Q. Can I pick up a vehicle at the airport?**

A. The rates do not apply at the airport.

**Q. Can I drop off the vehicle at the airport?**

A. Yes; however, there will be a \$75 service charge.

**Q. Can I rent a vehicle if I'm 19 years old?**

A. Yes, Fermilab sponsored students and interns 18 years of age and older can rent a compact size vehicle. There will be a \$5 fee per day for drivers who are 18-20 years old.

**Q. My colleague and I would like to share a vehicle. How does this work?**

A. All drivers will be added to the lease and one person will be added as primary on the agreement. If a person arrives later, they must present their information at the Warrenville Office. If the primary person leaves they must notify Enterprise and a new rental agreement will be required.

**Q. Do I have to return the vehicle or can my colleague return the vehicle for me?**

A. You must be present to return the vehicle. If your colleague is on the lease they may return the car.

**Q. How does vehicle maintenance work?**

A. Enterprise will also schedule maintenance with you. A new contract needs to get signed every 30 days. They will schedule maintenance or provide you with a new vehicle at that time.

**Q. Why am I required to re-sign a new rental agreement every 30 days?**

A. The contract with Enterprise are rental agreements not leases. A rental agreement is a month to month agreement and car rental companies are required to rewrite rentals every 30 days.

**Q. How are re-signs of rental agreements being handled? What do I need to do?**

A. An Enterprise staff member will notify the renter the week of the re-write (prior to the 30th day). Enterprise will require a valid email address or U.S. phone number at the start of the rental agreement.

**Q. What is not covered with Fermilab direct billed rentals?**

A. The lab will not cover fees associated with the following rental items unless there is an approved justification submitted to accounting.

GPS Unit	Drop Fee
Satellite Radio	One Way Fee

Luggage Rack	Fuel Service Options
Winter Tires	R.A.P/Roadside Plus
Toll Pass Device	

**Q. I will be extending my stay. Who can extend my rental car reservation?**

a1. The Administrative Assistant who made your initial reservation would have to call the office and request an extension. Enterprise will require a corporate ID number, billing number, and travel code.

**Leisure/Personal Rentals**

**Q. Why should I rent with Enterprise?**

A. As a Fermilab employee, user, or contractor you receive the Fermilab rate.

**Q. What do I need in order to receive the Fermilab rate?**

A. When you call the Warrenville Office let them know you are from Fermilab and give them the Fermilab's corporate ID number, XZ15FLL.

**Q. How do I make a reservation that is not direct billed to the lab and is not business related but receive the lab discount rate?**

A. You have two options

a.1. You can call the Warrenville Office and provide them the Fermilab corporate ID number, XZ15FLL.

a.2. You can make a reservation on-line and enter the Fermilab corporate ID number, XZ15FLL.

**Q. How do I know what the Fermilab rates are?**

A. The Fermilab rates will auto populate once you enter the Fermilab corporate ID number, XZ15FLL.

**Q. I need to get my U.S./IL drivers license. Can I use the rental vehicle for the driving portion of the exam?**

A. No you may not use the rental car for the driver's license exam.