

TVA Vehicle Rental Program

In this document you will find the answers to the most frequently asked questions regarding car rental, mileage reimbursement and personal vehicle use as it relates to TVA business travel. Please refer to the following pages as a quick reference:

Page 1: Learn about the Enterprise/National Car Rental program and Emerald Club membership

Page 2: How to book a reservation

Page 3: Branch services (Pick up and Return process)

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Why should I choose to rent through Enterprise/National?

The rental program with Enterprise/National is approved for official TVA business-related travel. In an Enterprise or National vehicle, the damage waiver and liability protection are included in the daily rate, therefore reducing the liability, risk and financial responsibility for TVA business units.

Enterprise/National does not provide this protection for leisure or personal use rentals.

If you choose to utilize your personal vehicle for TVA business-related travel, your individual car insurance policy is required for your personal vehicle in the event damage occurs.

Do I have to be a member of the Emerald Club to reserve a vehicle through Enterprise or National?

No, however there are additional benefits you enjoy as an Emerald Club member. This includes expedited service at the rental location and the ability to earn free rental days to utilize for your personal travel needs.

If you are not already a member of the Emerald Club program, click on the link below and choose "Enroll in Emerald Club".

http://www.enterprise.com/car_rental/deeplinkmap.do?bid=028&refId=TNVALATY

If you have an existing Emerald Club number, please e-mail Andy.Ollis@ehi.com to verify that you are connected to the TVA Contract. There is no need to re-enroll.

Will my rewards transfer if I am a member of Enterprise Plus?

Unfortunately Enterprise Plus and the Emerald Club are two separate memberships with unique reward systems that cannot be combined. However, Emerald Club can be used at both Enterprise and National Car locations.

HOW TO BOOK A RESERVATION

What is the difference between Enterprise and National? Which company do I book for TVA travel?

Enterprise and National are owned by the same company and jointly used for TVA business rentals. Renters at airports and the corporate offices in Knoxville and Chattanooga (locations note below) should utilize National Car Rental, while all other TVA locations should utilize Enterprise Rent-A-Car.

TVA National Emerald Aisles:

<u>Chattanooga</u>	<u>West Knoxville</u>	<u>Downtown Knoxville</u>
1201 Broad Street	9616 Parkside Drive	530 Summer Place
The Chattanooga Hotel	Knoxville, TN 37922	Knoxville, TN 37902

How do I make a reservation?

As a requirement, all reservations for TVA business use **MUST** be made online. Use of a TVA corporate credit card is required for tax exemptions to be applied. Your Emerald Club ID# can be used to book travel with either brand, Enterprise or National.

To set up your reservation, please utilize **TVA's designated web portal**, which can also be accessed from the home page of InsideNet (Travel Info>Rental Cars>Online Reservations):

http://www.enterprise.com/car_rental/deeplinkmap.do?bid=028&refId=TNVALATY

If you are unable to access TVA's designated web portal and must book your reservation using the general National or Enterprise website, you will need to enter the proper Contract Number (for National) or Promotion Code/Account Number (for Enterprise) to receive TVA reduced rates and business travel insurance coverages:

XZ56TVA — TVA employee business use
 XZ56TVC — TVA contractor business use
 NA56ES1 — Personal use

Can TVA contractors use this program?

Yes. TVA contractors and retirees may take advantage of TVA reduced rates using the custom booking link above and referring to the "TVA Contractors" section.

How is my rental tax exempt?

In order to ensure your charges remain tax exempt, you must use a TVA corporate credit card when renting any vehicle for business travel. *(Please note that when booking the rental on the website, taxes will be shown as being included but when presenting the TVA corporate credit card for payment, taxes are removed.)*

Who do I contact for questions regarding future reservations, past rentals or invoices?

Contact Andy Ollis at 865-218-4541 or Andy.Ollis@ehi.com.

BRANCH SERVICES

How do I pick-up or return after normal business hours?

PICK UP

There are several locations with limited operating hours 7 days a week. For business hours by location, please visit www.enterprise.com or www.nationalcar.com.

DROP OFF

Drop boxes are available exclusively at National locations, which include TVA's onsite Emerald Aisle locations (Parkside Dr., Summer Place, and the Chattanooga Hotel). Receipts may be obtained the following business day.

What is the pick-up service provided by Enterprise?

As a complimentary service offered by Enterprise, TVA employees can be picked up from their work station, home address or anywhere else within 30 minutes of the location that their reservation has been booked. Enterprise will also shuttle the employee back to their respective location at the end of the reservation. For more information, contact the Enterprise location you will be renting from.

Where can I leave my personal vehicle while I rent a vehicle?

At Enterprise locations, employees should utilize the free pick-up service. If you are not using that service, you will need to choose a suitable location to leave your vehicle.

What are normal business hours for Enterprise and National offices?

Offices in Tennessee are open Monday-Friday 7:30-6:00. Weekend hours can vary by location. Please visit www.enterprise.com or www.nationalcar.com to find specific hours by location.

Do I need to return the rental car with a full tank of gas even if I received it with less fuel?

Employees must return the rental with the same amount of fuel as you received upon pick-up.

How do I fuel a rental vehicle?

TVA drivers will use their employee-assigned corporate credit cards. Corporate cards will not be located in the vehicle. When prompted at the fuel pump for vehicle mileage, use 99999. For vehicle ID, use 644444.

FREQUENTLY ASKED QUESTIONS

Can I use TVA discounted rates for personal use rentals?

Yes. TVA discounted rates are available to employees and contractors for both business and personal rentals. The only difference is that the liability insurance and damage waiver does not apply for personal rentals. You can book those reservations using TVA's designated web portal (link below) and selecting "Personal Use". If booking via the general Enterprise or National website, use NA56ES1 as the Contract Number (for National) or Promotion Code/Account Number (for Enterprise).

http://www.enterprise.com/car_rental/deeplinkmap.do?bid=028&refId=TNVALATY

If my rental involves both personal and business use, should I charge the car to my personal credit card and claim mileage for the business part of the travel?

If your trip involves more than incidental personal use, you should use your personal vehicle or rent a vehicle with your personal credit card and ask for reimbursement for only the miles driven on TVA business.

Can I rent from other rental companies like Hertz?

TVA employees and contractors should use the Enterprise/National rental program to receive reduced rates and business travel insurance coverages. In instances where there is a business case for using another rental company, or if it's an emergency, please talk to your manager.

What is my responsibility if an accident happens when I'm using a rental vehicle for business purposes? What about if I'm using my personal vehicle?

For accidents in an Enterprise/National vehicle, the damage waiver and liability are included in the daily rate for all business rentals. Enterprise/National does not provide this protection for leisure or personal use rentals.

Employees' insurance is required to cover accidents involving personal vehicles.

What should I do if I'm involved in an accident in a rental vehicle?

Please notify appropriate law enforcement and the Enterprise/National office where the vehicle was rented. A Vehicle Incident Report must be completed by the involved employee's supervisor and submitted within 24 hours of occurrence for all vehicle incidents.

Should I decline supplemental insurance coverage when renting a vehicle for TVA business?

Yes, when renting from Enterprise/National for TVA business, liability and property damage protection is included in the daily rate of the rental.

Are there any time or mileage restrictions with my rental?

The program does not restrict the length of time or amount of miles on Enterprise/National sedans. For SUV's, minivans, and trucks, the rate includes 250 miles/day or 1,500 miles/week. For vehicles larger than full size, it's recommended that you give a minimum of 12 hours lead time on your reservation to guarantee vehicle availability.

What is the billing address for the TVA corporate credit card?

Billing address is: 400 West Summit Hill Drive, Knoxville, TN 37902-1401

Where can I find information regarding travel and corporate credit card use?

Please refer to TVA-SPP-13.022 for information regarding employee travel and appropriate use of the corporate card.

Emerald Club rules and policies may differ from TVA. Please refer to our program-specifics above or contact Fleet Management for more details.

Fleet Hotline: 423-751-1010
Email: fleetman@tva.gov