

Enterprise Vehicle Rental FAQ

- Q1. Are the CDW and LDW insurances part of the rental program?
A1. Both CDW and LDW insurances are included for all State of Indiana business rentals, in state and out of state. No additional coverage is needed and should be declined. However, coverage is not included in truck division rentals and should be purchased. See the State of Indiana User Guide for a list of vehicle types included in the truck division.
- Q2. Can we pick up the vehicle early or from another location besides the Downtown Indianapolis location?
A2. Most Enterprise locations are open 8am-6pm. If you need to pick up or return a vehicle outside of these hours, speak with the location and they will help you with obtaining the vehicle outside of normal business hours. Any Enterprise location in the State can be used for vehicle pickup and return.
- Q3. Do I have to return the vehicle with a full tank of fuel?
A3. Under this contract, Enterprise is required to provide a full tank of fuel upon pick-up of vehicles rented for business use. The State is required to return the vehicle with the same level of fuel as originally provided. State renters may reject vehicles offered without full tanks. But if such a vehicle is accepted from the branch, it only must have the same amount of fuel upon return as was originally provided at pick-up.
- Q4. Will our long term-vehicle leases stop?
A4. At this time IDOA Fleet Services will continue in the long term lease business. In the future that might change but IDOA will notify each user of the changes.
- Q5. What are the hours for the IDOA Fleet Services fuel pumps?
A5. The current hours are 7am to 5pm.
- Q6. What is needed to use the IDOA Fleet Services fuel pumps?
A6. Each person wanting to use the fuel pumps will have to have an authorized Wright Express card. To obtain a card or cards for your agency contact Gina Kerr at gkerr@idoa.in.gov.
- Q7. What is the difference between a short-term vs. long-term rental?
A7. A short-term rental is one for which you are renting a car on a daily or weekly basis. Most State-authorized rentals will fall into this class. However, monthly rates are also available.
- Q8. How do you rent a vehicle for a month or more?
A8. Contact Jeff Franssen at jeffrey.m.franssen@erac.com.
- Q9. On SF 53553 what is the location official station?
A9. This is the office address for the renter.
- Q10. On SF 53553 what is the location of vehicle off duty parking lot?
A10. This is where the rented vehicle will be parked when not in use. This could be the location where the renter is traveling or their home address.
- Q11. Who from each agency can reserve a vehicle?
A11. The policy on who can reserve a vehicle will vary by each agency. Please contact your agency purchasing director, fiscal director or travel program director.
- Q12. From where do I measure my round trip, home or work?
A12. The policy is that you should measure the trip from the lower mileage of your work station or home.