

CHAPTER 106

RENTAL CAR/TRUCK SERVICES

A. GENERAL

This chapter provides instructions and guidance for the selection of rental car/trucks by individual travelers, TOs, or CTOs when authorized in travel orders. Many rental car/truck companies have agreements with MTMC that provide special rates. The car/truck rental agreement, list of approved vendors and updates are available at the following Internet address: <http://www.mtmc.army.mil>, then select Transportation Topics and Travel Services or by contacting HQ MTMC, ATTN:MTPP-AS, 200 Stovall Street, Alexandria VA., 22332-5000. These provisions do not apply when motor vehicles are leased or rented by an activity to fill or augment established allowances for administrative use vehicles.

B. POLICY

1. Travel Orders. A statement authorizing the rental of commercial vehicles must be contained in travel orders to expedite processing at rental locations.

2. Selecting Rental Vehicles. When selecting commercially rented vehicles TOs, CTOs, and travelers must select the lowest cost rental service that meets the members official requirements. It is mandatory to obtain rental vehicles through the CTO, when available. Generally, this must be a commercial rental vehicle available under MTMC-negotiated agreements. Rental companies having a negotiated agreement with MTMC should be used, unless another car/truck rental company can provide better service at a lower cost and abides by the same rules/guidance contained in the MTMC-negotiated car/truck rental agreement. Use of companies and rental car/truck locations participating in the MTMC agreement is encouraged because their government rate includes full liability and vehicle loss and damage insurance coverage for the traveler and the government.

3. Justification. Travelers disregarding rental car/truck arrangements made by a TO or CTO may be required to provide justification for additional rental car/truck cost before reimbursement is allowed.

4. Jurisdiction: MTMC administers the U.S. Government Car/truck Rental Agreement. Only MTMC and or USTRANSCOM may take administrative action such as a government wide non-use on an approved car/truck rental company.

C. ARRANGING FOR RENTAL

1. Government Rates. Many rental car/truck companies have agreements with MTMC which provide special rates for government travelers.

a. Individuals may obtain these rates by presenting travel orders and their government-sponsored travel.

b. Names of companies participating in the rental car/truck program, current maximum rates offered and terms and conditions of the U.S. Government Car/Truck Rental Agreement are published in the Official Airline Guide (OAG) Official Traveler, Travel Guide, Government and Military Edition, and Patriot Systems' Authorized Travel Directory.

2. Credit Cards.

a. Payment for car/truck rental services must be made with an individually issued government travel card. GTRs must not be used to pay for rental car/trucks.

b. "Authorized Representative" credit cards issued by rental car/truck companies to government agencies must not be used to procure services in connection with DOD-sponsored travel.

3. Identification and Payment.

A traveler's official travel status is authenticated when a Travel Order, Authorization or Government charge card is presented when picking up the rental vehicle. Prior reservations are recommended but not required. Travelers may pay for rentals using cash, personal check, or credit card. However, when travelers use their official Government card as identification of official travel status, the cost of the rental will be charged to that card. Acceptance of a Government charge card is mandatory for rentals under this agreement. For travelers without a Government charge card or personal credit card, cash deposits up to the estimated amount of rental charges may be required. This amount will be based on the lesser of the daily, weekly, or monthly rate plus any sales tax. Any refund due will be paid in cash or check as soon as possible after return of the vehicle. Precharging charge cards with the estimated amount of the rental and making adjustments when the vehicle is returned is strictly prohibited. Precharging charge card accounts are grounds for placing a company in immediate non-use. Rental vehicle charges may be applied to government managed centrally billed accounts; however, this procedure requires prior coordination between the account manager and the rental company.

D. INSURANCE

1. Coverage. Liability coverage, as well as full comprehensive and collision coverage, must be IAW negotiated agreements. Neither the government nor the employee is liable for loss or damage to the vehicle unless the loss or damage is caused by the willful and reckless negligence of the employee and is an exception named in the U.S. Government Car/Truck Rental Agreement. Australia, Germany, and the United Kingdom have mandatory non-waiverable excess fees. If a member declines insurance and an accident occurs, the member must pay the non-waiverable fee and file for reimbursement on the travel voucher. The charge must not exceed \$500.00 or the

deductible amount in the car/truck rental contract. Note: In order to obtain insurance coverage at no additional cost, the government rate must be used.

2. Claims.

a. Traveler must report any accident or incident to the DOD Component IAW their procedures.

b. When loss or damage is due to willful or reckless misconduct, the rental car/truck company must submit its bills directly to the employee's agency, and not to the employee.

c. The rental car/truck company may handle a claim directly with the government employee if the agency denies liability on the basis that at the time of the loss, the employee was not operating within the scope of employment.

3. Reimbursement. Reimbursement for personal funds paid for damage sustained by a rented automobile while being used on other than official business is not authorized. Purchase of optional full coverage collision damage waiver is not reimbursable to the traveler, except under conditions specified in the JTR, paragraph C2102-D, Insurance on a Rented Automobile, and the JFTR, paragraph U3415-C, Reimbursement for Special Conveyance Use.

E. OPERATOR PERMIT

Travelers authorized to rent cars are required to possess a valid state or District of Columbia automobile driver's permit or license. For truck rentals, the traveler must be 21 years or older. An international driver's license, in conjunction with an unexpired U.S. state-issued driver's license, may be considered an allowable operator's permit.

F. COMPLAINTS

Complaints in connection with vehicles rented under MTMC-negotiated agreements should first be addressed by the traveler at the rental car/truck location. If the traveler does not receive a satisfactory response, report the incident to the local TO. The TO should forward written complaint to the vendor's government representative. The TO should also furnish MTMC/MTPP-AS a copy of the complaint. If the TO does not receive a satisfactory response, the package should be forwarded to MTMC/MTPP-AS for final resolution, IAW regulations of the military Services.

G. CAR/TRUCK RENTAL DATA REPORTING

Reporting requirements for car/truck rentals are contained in Appendix H.

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