



FINANCE  
TRAVEL PROGRAM  
UNIVERSITY OF MICHIGAN

WHEREVER YOU GO, GO BLUE!

# Car Rental Best Practices



Use these best practices to make your car rental experience as easy and worry-free as possible!



## Inspect your vehicle

- Inspect your rental vehicle before leaving the lot and take photos when picking up/returning it. Contact the rental branch about any damages that weren't noted on the contract or any other concerns.
- Upon return, do a full inspection of the rental vehicle before turning the keys in. Contact the rental branch about any damages that were not previously on the vehicle or any other concerns.



## Safe driving tips

- Avoid distracted driving. Do not use electronics while driving. Cell phone use while driving is restricted in many states.
- Check your surroundings before driving your vehicle. Other vehicles and low-lying objects may damage it.
- Avoid conditions that may damage vehicles. Off-road areas that include mud, water, and/or other debris may damage your vehicle.
- Drive based on conditions. Always drive slowly on unpaved roads to avoid damage from rocks/debris and be sure to adjust for inclement weather.

These best practices are brought to you by National Car Rental and Enterprise Rent-A-Car. Both companies offer discounted car rental services to U-M employees for business use through a University-Wide Contract.



Questions about the University-Wide Contracts with  
National Car Rental and Enterprise Rent-A-Car?

Email: [travelexpensesupport@umich.edu](mailto:travelexpensesupport@umich.edu)



## Reporting an accident

If you're involved in an accident, please ensure everyone is safe before following the steps below:

- Notify the police and file an accident report.
- Report the accident to the branch from which you rented the vehicle.
  - Include as much information as possible (other party information, police report number, etc.)
  - If the branch is unavailable, contact the rental agency's Emergency Road Service:
    - National USA—(800) 367-6767
    - National Canada—(800) 268-9711
    - Enterprise—(800) 307-6666
- The rental branch or its Emergency Road Service unit will create an Incident Report.
- You'll receive a call from the Damage Recovery Unit at National Car Rental or Enterprise Rent-A-Car to verify information and gather information for additional proceedings.
- You should return the vehicle to the rental company as soon as possible.
- You must provide every summons, complaint, and all paperwork pertaining to the accident.
- A Damage Notification Letter will be sent to your address.



## Other important information

- The use of 12 or 15 passenger vans is not permitted due to safety and liability concerns.
- When renting a vehicle for business use, it's strongly recommended that you use U-M's [National/Enterprise contract](#) over other rental companies to ensure that appropriate insurance (damage waiver and liability protection) is included.
- U-M will not pay for additional liability and collision coverage from a rental company for domestic rentals.
- Parking tickets and moving violations are not reimbursable business expenses and must be paid personally by you.
- Vehicle rentals, tolls, and gas should be paid for with a U-M PCard or Travel Card whenever possible.
- Visit the [U-M Risk Management](#) website for additional information about insurance coverage and submitting claims for accidents.  
[finance.umich.edu/treasury/risk-management](https://finance.umich.edu/treasury/risk-management)

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