



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



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

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