

FREQUENTLY ASKED QUESTIONS (FAQ)

1. **Question:** How do I sign in to see the MN State Contract pricing and begin to rent a vehicle?

Answer: There is no need to sign into anything to reserve a vehicle under the **State Contract**. Below are three websites, (Enterprise Car, Enterprise Truck, National Car), where people should go to book their rentals and screen shots of the booking process through the sites. The corporate account number is XZ19113 for the State of Minnesota. This is the account number that should be used if the renter has a credit card in their name for the rental. Many agencies have their own corporate account number that should be used in this section, especially if the agency also has their own billing number.

Enterprise car:

<https://www.enterprise.com/en/home.html>

The first step is to fill out the location, pick up date and time, return date and time, enter the account number, and then click browse vehicles:

Reserve a Vehicle or [View / Modify / Cancel Reservation](#)

Pick-up & Return Location (ZIP, City or Airport)* * Required Field

Roseville, MN, US | ✕

Return to a different location (i)

Pick-up*	Return*	Renter Age*
25 Apr 2024 ▾ 12:00 PM ▾	→ 26 Apr 2024 ▾ 12:00 PM ▾	25+ ▾

Corporate Account Number (i)	Vehicle Class (i)
<div style="border: 1px solid #ccc; padding: 5px; min-height: 20px;">xz19113</div>	<div style="border: 1px solid #ccc; padding: 5px; min-height: 20px;">All Vehicles ></div>

Browse Vehicles

Next, you'll select your location and verify that the account number was applied which you'll be able to see up top:

enterprise STATE OF MINNESOTA | X

1 RENTAL DETAILS Edit
Thu, Apr 25, 12:00 PM
Fri, Apr 26, 12:00 PM

2 PICK-UP & RETURN
Select

Choose a Location

21 Results: Roseville, MN, US

Change Location

Filter

Open during my times Locations with availability

- Roseville**
 2755 Long Lake Rd
 Roseville, MN 55113
 Hours & Services [Select](#)
- St. Paul Midway**
 1161 University Ave W
 Saint Paul, MN 55104
 Hours & Services [Select](#)
- Downtown St. Paul**
 395 East 7th Street
 Saint Paul, MN 55101
 Hours & Services [Select](#)

Next, you'll select your vehicle type:

enterprise STATE OF MINNESOTA | X Terms & Conditions

1 RENTAL DETAILS Edit
Thu, Apr 25, 12:00 PM
Fri, Apr 26, 12:00 PM

2 PICK-UP & RETURN Edit
Roseville

3 VEHICLE Select

4 EXTRAS

Choose a Vehicle Class 47 Results

Sort By: Featured

Vehicles preferred by STATE OF MINNESOTA

Filters	Vehicle Class	Price
Enterprise Plus® Pay in \$ Pay in Points	Full Size Chevy Malibu or similar Automatic 5 People 4 Bags	PAY LATER \$46.00 Per Day \$56.38 Total
MILEAGE Total from <input type="checkbox"/> Unlimited Mileage \$52 <input type="checkbox"/> Limited Mileage -	Compact Nissan Versa or similar Automatic 5 People 2 Bags	PAY LATER \$42.00 Per Day \$51.48 Total
VEHICLE TYPE Total from <input type="checkbox"/> Cars \$52 <input type="checkbox"/> SUVs \$76 <input type="checkbox"/> Trucks \$68		

Next, you'll select your additional features if any and hit continue to review:

enterprise STATE OF MINNESOTA | x Terms & Conditions / Policies TOTAL \$56.38

RENTAL DETAILS Edit Thu, Apr 25, 12:00 PM Fri, Apr 26, 12:00 PM → PICK-UP & RETURN Edit Roseville → VEHICLE Edit Full Size → EXTRAS Select → REVIEW & RESERVE

Add Extras

Continue to Review

Extras included in your reservation (at no additional cost): Damage Waiver, Roadside Protection

Optional Protection Products

Damage Waiver	Included with reservation	Details	✓ Included
Roadside Protection	Included with reservation	Details	✓ Included

Lastly, you will review your booking, enter driver details, and hit reserve now:

Contact Details

First Name*

Last Name*

Phone Number*

 +1

Email Address*

Would you like to receive SMS notifications from Enterprise about this rental?

- Yes, I would like to receive text messages about this rental to the phone number on this reservation.
- No
- By selecting "Yes" above, message and data rates may apply. Message frequency varies and depends on the activity of your reservation. You can opt out by responding STOP at any time. For more information, please review our [Privacy Policy](#) and [SMS Terms](#). If you choose not to receive text messages, we will give you a courtesy reminder call 1-2 days prior to your reservation.

Enterprise Truck:

https://www.enterprisetrucks.com/content/truckrental/en_US.html?gclid=EAIaIQobChMI7_TXwLef_gIVYAitBh2isAhuEAAYAiAAEgLkvPD_BwE&mcid=paidsearch:37604425&targetid=aud-314909138604:kwd-119454763&ef_id=EAIaIQobChMI7_TXwLef_gIVYAitBh2isAhuEAAYAiAAEgLkvPD_BwE:G:s&s_kwcid=AL14824!3!511641880055!e!!g!!enterprise%20truck%20rental!40711663!1556299873&gclidsrc=aw.ds

The first step is to fill out the location, pick up date and time, return date and time. Next, you'll hit the drop down button on rental purpose to select business. Then you'll type in the corporate account number in the account number section and hit continue.

TRUCK RENTAL RESERVATIONS

OR [VIEW](#) / [MODIFY](#) / [CANCEL](#)

Pick-Up/Return Location (local rental) ⓘ

USA Canada

US includes Puerto Rico

Roseville, Minnesota, US

Pick-Up Date & Time

25 Apr 2024 12 :00 PM

Return Date & Time

28 Apr 2024 12 :00 PM

Rental Purpose

Business

Account Number (Optional) ⓘ

xz19113

Renter's Age ⓘ

25 and Up

★ **Business Renters:** You can now reserve more than one vehicle! [See Details](#)

Vehicle Type ⓘ

Show Me All

CONTINUE

A customer verification screen will pop up next and if you're renting under the XZ19113 you'll enter "sta". If you're renting under a different account number then follow the below prompt of entering the first three characters or numbers of your account name.

CUSTOMER VERIFICATION

Please enter the first three characters or numbers of the customer account name on file.

CONTINUE

Next, you'll select your location:

RENTAL DETAILS Business Account STATE OF MINNESOTA Apr 25, 2024 at 12:00 PM Apr 28, 2024 at 12:00 PM	PICK-UP & RETURN Select	VEHICLE Select	REVIEW RESERVATION
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CHOOSE A LOCATION

6 of 6 Results: **Roseville, Minnesota, US** [Change Location](#) [Vehicle Type Filter](#)

1	TRUCK - ROSEVILLE 2755 Long Lake Rd, Roseville, MN 55113 This is an after-hours return (What's This?) HOURS & SERVICES	<div style="background-color: #008000; color: white; padding: 5px; width: 100px; margin: auto;">SELECT</div>	
2	TRUCK - EAGAN 2905 Lexington Ave S, Eagan, MN 55121 This is an after-hours return (What's This?) HOURS & SERVICES	<div style="background-color: #008000; color: white; padding: 5px; width: 100px; margin: auto;">SELECT</div>	
	TRUCK BROOKLYN PARK 8232 Lakeland Ave N, Brooklyn Park, MN 55420	<div style="background-color: #008000; color: white; padding: 5px; width: 100px; margin: auto;">SELECT</div>	

Next, you will select your vehicle and then hit continue to review:

RENTAL DETAILS Business Account STATE OF MINNESOTA Apr 25, 2024 at 12:00 PM Apr 28, 2024 at 12:00 PM	PICK-UP & RETURN TRUCK - ROSEVILLE 2755 Long Lake Rd Roseville, MN 55113 (651) 746-6300	VEHICLE Select	REVIEW RESERVATION
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CHOOSE VEHICLE(S)

32 of 32 Results

Sort By Vehicle Type

[CONTINUE TO REVIEW](#)

Filters	
VEHICLE TYPE	Total From
<input type="checkbox"/> Pickup Trucks	\$239.03
<input type="checkbox"/> Cargo Vans	\$275.80
<input type="checkbox"/> Box Trucks	\$330.00
<input type="checkbox"/> Stakebed Trucks	

Business Renters: Now when you book at least 48 hours in advance, you can add more than one vehicle at a time. [See Details](#)

15' Parcel Van
 EXPRESS 3500 DRW CUTAWAY OR SIMILAR

- Up to 5,000 lbs
- 2 People
- Pull Out Ramp

[FEATURES & PRICE DETAILS](#)

Rate per Vehicle

\$101.50 per day	\$330.00 total
Plus \$0.14 Per mile	

ADD TO CART

The last screen is where you'll enter your driver details, confirm the trip is under the State (or other account) and hit reserve. The billing option will only be available if the account is set up for direct bill. XZ19113 is not.

V-52(5) Contract No. 247573

REVIEW & RESERVE

<h3>Rental Details</h3> <p>DATE AND TIME MODIFY Apr 25, 2024 at 12:00 PM Apr 28, 2024 at 12:00 PM This is an after-hours return (What's This?)</p> <p>PICK-UP & RETURN LOCATION MODIFY 2755 Long Lake Rd Roseville, MN 55113 Phone: (651) 746-6300 Fax: (651)746-6301 Branch: E119K2</p> <p>VEHICLE DETAILS (1) MODIFY 15' Parcel Van</p> <p>ADDITIONAL DETAILS MODIFY Renter Age : 25 and Up Customer Name: STATE OF MINNESOTA</p>	<h3>Contact Details</h3> <p><small>* All fields are mandatory unless mentioned</small></p> <p>First Name: <input type="text"/> Last Name: <input type="text"/></p> <p>Phone U.S. / Canada <input type="text"/> (xxx) xxx-xxxx</p> <p>Renter's Email Address <input type="text" value="your.email@example.com"/></p> <p>Confirm Trip Purpose Your account is associated with STATE OF MINNESOTA. Are you traveling on behalf of STATE OF MINNESOTA for this rental? <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Billing I am authorized for billing privileges and am choosing to bill STATE OF MINNESOTA for this rental. <input type="radio"/> Yes <input checked="" type="radio"/> No</p>
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National Car:

<https://www.nationalcar.com/en/home.html>

The first step is to fill out the location, pick up date and time, return date and time and then hit the drop down arrow next to account number/coupons, type in the account number then click check availability:

CAR RENTAL AT THE SPEED OF BUSINESS

Start a Reservation

*Required to complete your reservation

LOCATION* Minneapolis St Paul Intl Airport T1 and T2 (MSP) DIFFERENT RETURN

PICK UP* Apr 25 12:00 PM **RETURN*** Apr 29 12:00 PM **RENTER'S AGE*** 25+

ACCOUNT NUMBER (XZ19113) / **COUPONS**

ACCOUNT NUMBER xz19113

COUPON 1 ADD COUPON + ADD COUPON + CHECK AVAILABILITY

V-52(5) Contract No. 247573

If you have an Emerald Club profile, then you can proceed to log in. If not, please click continue as guest.

Sign in or Continue as a Guest ✕

 EMERALD CLUB.

*Required

USERNAME OR MEMBER NUMBER*

PASSWORD*

Keep Me Signed In [Forgot username or password?](#)

CONTINUE AS GUEST **SIGN IN**

You will then select your vehicle and double check that the account number took by looking in the bottom left corner:

 **Select Vehicle** [KEY FACTS & POLICIES](#)

Sign In / Enroll

1 Pick Up & Return
MSP
Apr 25 at 12:00 PM
Apr 29 at 12:00 PM

2 Select Vehicle

3 Add-Ons

4 Review & Reserve

ACCOUNT NAME
STATE OF MINNESOTA

Estimated Total
0.00

Filters 28 Results sorted by **Price Low to High**

 Compact Nissan Versa or similar FEATURES & PRICING	 AUTOMATIC 5 2	\$ 50.00 / day \$ 303.05 Total	SELECT
 Midsize Toyota Corolla or similar FEATURES & PRICING	 AUTOMATIC 5 3	\$ 52.00 / day \$ 314.00 Total	SELECT
 Standard VW Jetta or similar FEATURES & PRICING	 AUTOMATIC 5 3	\$ 54.00 / day \$ 324.97 Total	SELECT
 Full Size Chevrolet Malibu or similar FEATURES & PRICING	 AUTOMATIC 5 4	\$ 54.00 / day \$ 324.97 Total	SELECT

The next screen is if you'd like to add any additional options. Once you've made your selections if any then click continue to review.

Add-Ons [KEY FACTS & POLICIES](#)

INCLUDED IN YOUR RATE

Loss Damage Waiver Roadside Assistance PLUS

PROTECTION PRODUCTS (2)

Loss Damage Waiver DETAILS	INCLUDED
Roadside Assistance PLUS DETAILS	INCLUDED

CONTINUE TO REVIEW

The last page is where you'll review your selections, enter your driver information and hit reserve.

Driver Information

*Required to complete your reservation

FIRST NAME*	LAST NAME*
EMAIL ADDRESS*	PHONE NUMBER* +1

Would you like to receive SMS notifications from National about this rental?

Yes, I would like to receive text messages about this rental to the phone number on this reservation

No

By selecting "Yes" above, message and data rates may apply. Message frequency varies and depends on the activity of your reservation. You can opt out by responding STOP at any time. For more information, please review our [Privacy Policy](#) and [SMS Terms](#). If you choose not to receive text messages, we will give you a courtesy reminder call 1-2 days prior to your reservation.

Add Additional Drivers

Up to 9 additional driver(s) permitted. Additional driver(s) must be present at the time of rental.

[ADD DRIVER](#)

Flight Information

*Required

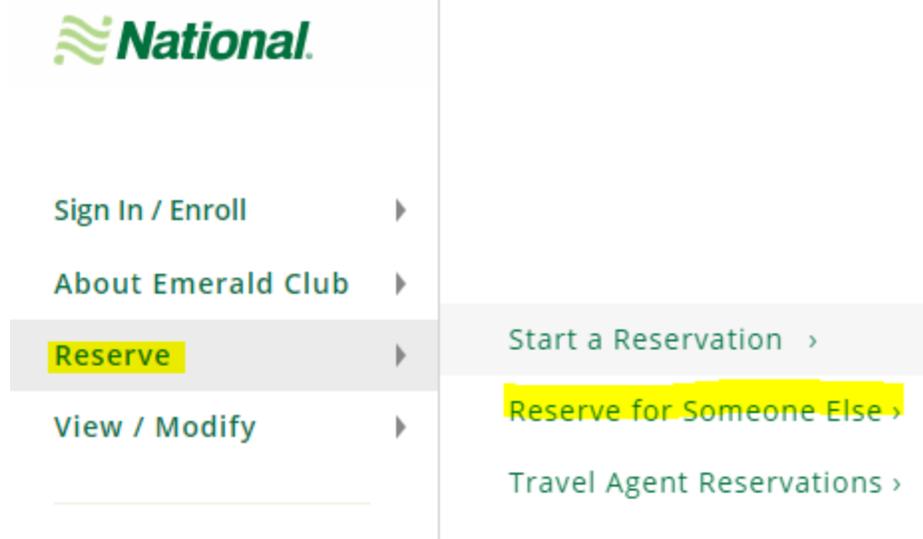
This airport has multiple National locations. Add your flight details now so we can better serve you when you arrive.

AIRLINE NAME* Please Select	FLIGHT NUMBER
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[I don't have a flight](#) | [My airline isn't listed](#)

RESERVE FOR \$ 314.00

If you want to book for someone else who has an Emerald Club number on National, you will use the same website link and then hit reserve and then reserve for someone else:



You'll fill out the information same as up above with the exception of the renters last name and emerald club number:

*Required to complete your reservation

LOCATION* Minneapolis St Paul Intl Airport T1 and T2 (MSP) <input type="text"/>				DIFFERENT RETURN	
PICK UP* Apr 24 <input type="text"/> 12:00 PM <input type="text"/>		RETURN* Apr 27 <input type="text"/> 12:00 PM <input type="text"/>		RENTER'S AGE* 25+ <input type="text"/>	
ACCOUNT NUMBER (XZ19113) / COUPONS <input type="text"/>					
ACCOUNT NUMBER xz19113					
COUPON 1		ADD COUPON +		ADD COUPON +	
RENTER'S EMERALD CLUB INFORMATION (Optional)					
LAST NAME Johnson			EMERALD CLUB NUMBER 1234567		
CHECK AVAILABILITY					

2. Question: Can more than one driver can drive the vehicle – not just the one that signed the rental agreement?

Answer: Yes, more than one driver can drive the vehicle as long as they are an employee with the agency and traveling for business use. Since any CPV member can be a part of this agreement, please note that the agreement allows for up to 9 additional drivers for a business use rental as long as they're an active employee of the entity using the program with a valid driver's license. Additional drivers do not need to provide their driver's license for the rental agreement. It is suggested, but not required.

3. Question: How do I create my own corporate account number to direct bill the rental to the agency?

Answer: If an agency is trying to have their rental invoice flow through their department, then they need to have their own account number created under the State of MN account Xz19113 and have their own specific billing number created. Please reach out to Enterprise (contact info is on the Contract Release) to create this new account. It does take 2-4 weeks to create these additions. Furthermore, purchase orders are added to the rentals as a courtesy to the agency so that when the invoices are sent to their designated department/person they will know where to source the rental. The purchase order itself is not a form of payment that's recognized.

4. Question: What if I don't need my own billing account?

Answer: For users that don't need their own account, please read the following WELCOME LETTER that goes through the booking avenues using the XZ19113 account number.

5. Question: Is my employee able to drive the rental vehicle throughout the U.S. and Canada?

Answer: Yes; however, travel in Mexico is prohibited.

6. Question: Am I able to rent the vehicle in another State, i.e., Texas, using the MN State Contract?

Answer: Yes. Any of the links will be able to book out of state rentals. Please make sure you're using the Xz19113 corporate account number or your agency specific number when booking to make sure the rates are populating for the contract.

7. Question: How can I rent a vehicle that will support my disability:

Answer: See this link for customers with disabilities:

<https://www.enterprise.com/en/help/customers-with-disabilities.html?icid=footer.customer.service--disabilities--ENUS.NULL>

Box Trucks

1. Question: Can Box Trucks be rented for One Way trips only?

Answer: We currently aren't set up as a company to one way any medium duty vehicles; However, if you're wanting to one way a medium duty vehicle, please reach out to the Enterprise Contact on the release to check the availability. We expect that as this division grows the one-ways will become available in the future. Light Duty vehicles are currently available for one ways.

2. Question: Are Box Truck Rentals for a 3 month period available under this contract release V-52(5)?

Answer: Yes, all rentals can be extended for as long as needed under the V-52(5) contract. Each rental agreement itself can only be 30 days, so if a rental vehicle is needed longer than 30 days updated mileage is taken after each month to renew the rental and double check to see if the vehicle is due for any maintenance. That also means for a three month rental period you would receive three separate rental agreements due for payment at the end of the three month period, instead of just one invoice.

Billing Numbers

1. Question: Recently several of our Admissions counselors have rented vehicles and when they got to the location, they had to pay on the spot (as opposed to direct bill as previously done). Do you have any ideas on why this direct bill process has stopped working?

Answer: If you're using the XZ19113 corporate account number then a credit card in the renter's name will be needed at the time of rental. If your agency has their own account number and billing number, then those two items need to be on the reservation so that payment is not required at the time of rental.

Many billing numbers have been deactivated due to lack of use (if they weren't used within a year time frame). If you think your billing number has been deactivated and you would like to reactivate it please reach out to our Enterprise contact on the release form.

2. Question: Has there been a change in the process in renting cars? They are asking for a billing number. I've encountered a new step for Enterprise in my attempt to rent a car, they are now asking for a "billing number".

Answer: If you're using the corporate account number XZ19113 then there's no billing number that is applicable and the renter will need to provide a credit card and their name at the time of rental. If you're using a specific agency account number, then you will need to type in your billing number to have your rentals directly billed to your specific agency.

3. Question: We set up PO's for car rentals and just send a copy of the PO to the end user so they have it when securing a vehicle and picking it up. Is Enterprise going to need a point of contact to call to ensure the person picking up the car is legit and provide the code?

Answer: There will not need to be a contact that Enterprise calls to confirm a rental is valid as long as the rental is booked correctly with both the account number and billing number if applicable. The purchase order itself is not a form of payment.

Tolls

1. **Question: When driving thru a toll, do you know whether Toll Passes and Toll Fees can be billed back with the rental charges and paid against the same CRO PO? Or should those fees be paid for separately (i.e. purchasing card or separate PO)?** I don't see any mention of toll fees in the contract.

Answer: Manually paid toll charges will be sent to the renter, separately from the rental agreement as Enterprise typically receives them from the state/city after the rental is already closed. At that point you can pay them directly via credit card or reach out to Enterprise to inquire about putting them on your direct bill if applicable.

Toll charges incurred on a Toll Pass will be recognized right away and billed back automatically.

The PO question would be an internal agency question as Enterprise doesn't approve or add to PO's.

2. **Question: Can Toll Fees paid out of pocket by the driver be added to the purchase order and invoice for the rental of the vehicle, or if these fees are not to be included on the billing for the rental vehicle?**

Answer: No, toll fees paid out of pocket are not able to be added to invoices because Enterprise receives them from the county/state after the rental agreement has already been closed.

3. **Question: Wondering if the tolls should be paid by the driver, in this case our state employee, and then that individual works with their agency for reimbursement or how tolls should be handled for the rental vehicles?**

Answer: As for payment; you can have the driver pay and then be reimbursed as you mentioned, or a purchasing card may be used as well so that way the driver doesn't have to worry about reimbursement.

Note: Enterprise's Toll Pass Program allows you to drive on covered toll roads in the US & Canada without having to search for change or carry around your personal transponder. On your receipt, you will see tolls and convenience fees matched to your rental as disclosed in the Terms and Conditions. These are collected by Highway Toll Administration on behalf of Enterprise.

Combining Business and Personal Travel

1. **Question: An employee is planning to rent a vehicle out-of-state and would be extending his time to include vacation days after a conference. Is it okay for them to keep the rental car for the vacation days under the state contract?**

Answer: They would have to rewrite the rental to switch over to the personal use account number since the state's corporate account number has business insurance coverages included. To guarantee no drop fee would be added the member would want to process this paperwork at the original pick up location or call to facilitate the paperwork.

2. Question: Am I able to rent a car for personal use using the State rates?

Answer: Yes, please contact the Enterprise contact on the release for details regarding personal/leisure use and the rental process.

Fuel Cost Calculation – Vehicle Returned with less than Full Tank of Gas

1. Question: Please explain how much extra it costs when a vehicle is returned with less than a full tank of gas at the end of a rental? How the cost is calculated.

Answer: The post pay fuel for the State of MN contract is 33% above pump price with no cap.



Thank you for choosing National Car Rental, Enterprise Rent-A-Car and Enterprise Rent-A-Truck. Below you will find a brief description of how to use your program along with some helpful tips.

State of Minnesota

Account Number #: XZ19113

National Car Rental

- To set up a rental reservation **by phone** simply call 1-800-CAR-RENT and give the booking your company Corporate Discount number (**CD # XZ19113**) and Emerald Club number if applicable.
- To set up a rental reservation by **Travel management company** simply instruct your booking agent to include your Corporate Discount number (**CD # XZ19113**).

To set up a rental reservation **online**:

Without an Emerald Club Number:

1. Go to www.nationalcar.com
2. Screen: Enter location, dates, and account number (**XZ19113**).
 - a. Select "Go" – this will prompt you to join Emerald Club. Select "Continue as a guest"
3. Screen: Choose Vehicle - select the vehicle type
4. Screen: Optional items: review optional products (then click "continue") or click "no thanks, Skip to Review"
5. Screen: Review & Reserve:
 - a. Rates, Taxes and Fees – details the estimated cost of the rental
 - b. Driver Information – enter in your renter's name and email address
 - c. To complete the reservation, select "Reserve"

If you are using an Emerald Club number then follow the same steps above after logging into your profile.

Enterprise Rent-A -Car

1. To set up a rental reservation by **phone** simply call 1-800-RENT-A-CAR and give the booking agent the Corporate Discount number (**CD# XZ19113**).
2. To set up a rental reservation by **Travel Management Company** simply instruct your booking agent to include your Corporate Discount number (**CD# XZ19113**).
3. To set up a rental reservation **online**, go to www.enterprise.com, enter the location, date and time and your **Account# XZ19113** for the rental and click "Continue" to search for available vehicles. Choose the car class that's preferred. The next screen will be the Extra's screen, click on "Continue to review" button. On the next screen, put in the renter's name, phone, and email address. Underneath that, it will ask you to confirm if this is a business rental, click "yes". It will then ask you if you are authorized and choosing to bill your company for this rental. Click "No." On the next screen, click on "Reserve Now" to complete the reservation.

Enterprise Truck Rental

1. To set up a rental reservation by **phone**, simply call **1-888-736-8287** and give the booking agent your company Account Number (**XZ19113**). To set up a reservation through a **Travel Management Company**, simply instruct your booking agent to include your Account Number (**XZ19113**).
2. To set up a rental reservation **online**, go to www.enterprisetrucks.com enter the location, date, and time for the rental, along with your Account Number (**XZ19113**), then click "Continue."
3. Enter in the location, pick up date and time, return date and time and then select the business option on the rental purpose section. Then type in XZ19113 for the account number and hit continue. Next, you will see a customer verification box. IN this box please enter "sta".
4. The next screen will ask you to choose your location. Press "select" on your desired location.
5. The next screen will ask you to choose your vehicle. Press "add to cart" and the quantity of your desired vehicle. Next, select "continue to review".
6. On the final screen, put in the renter's name, phone, and email address. Underneath that, it will ask you to confirm if this is a business rental. Click "Yes." Click "Reserve Now" to complete the reservation.