

CHAPTER 106

RENTAL CAR AND TRUCK SERVICES

A. GENERAL

This Chapter provides instructions and guidance for the selection of rental vehicles by individual travelers, TOs, or CTOs when authorized in travel orders or similar official documentation. Many rental companies have agreements with DTMO that provide special rates. The car/truck rental agreement, list of approved vendors, and updates are available at the following Internet address: <http://www.defensetravel.dod.mil/site/rental.cfm>, by contacting the DTMO via e-mail at CarRental@dtmo.pentagon.mil, or by phone at 703 696-7257. 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**. In order to expedite processing at rental locations, a statement authorizing the rental of commercial vehicles will be contained in travel orders or similar official documentation.
2. **Selecting Rental Vehicles**. When selecting commercially rented vehicles, TOs, CTOs, and travelers must select the lowest cost rental service that meets the traveler's official requirements. It is mandatory to obtain rental vehicle reservations through the CTO, when available. Generally, this must be a commercial rental vehicle available under DTMO -negotiated agreements. Rental companies having a negotiated agreement with DTMO will be used, unless another rental company can provide better service at a lower cost and abides by the same rules/guidance contained in the DTMO -negotiated car/truck rental agreement. Use of companies and rental car/truck locations participating in the DTMO 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 vehicle arrangements made by a TO or CTO may be required to provide justification for additional rental vehicle cost before reimbursement is allowed.
4. **Jurisdiction**. DTMO administers the US Government Car/Truck Rental Agreement. Only DTMO 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 vehicle companies have agreements with DTMO that provide special rates for government travelers.
 - a. Travelers may obtain these rates by presenting travel orders or similar official documentation or their government-sponsored travel card.
 - b. Names of companies participating in the rental car/truck program, current maximum rates offered and terms and conditions of the US Government Car Rental Agreement are published on the DTMO web site: <http://www.defensetravel.dod.mil/site/rental.cfm>.
 - c. Government Administrative Rate Supplement (GARS). The GARS is a fee added on a daily basis by rental car/truck companies that are party to the DTMO Car Rental Agreement. GARS is a reimbursable expense as specified in the JFTR/JTR, Appendix G, Reimbursable Expenses on Official Travel.

2. Credit Cards:
 - a. Payment for vehicle rental services must be made with an individually issued government travel card, unit card, or cash. GTRs must not be used to pay for rental vehicles.
 - b. “Authorized Representative” credit cards issued by rental vehicle 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 traveler is liable for loss or damage to the vehicle unless the loss or damage is caused by the willful and reckless negligence of the traveler and is an exception named in the US Government Car Rental Agreement. Australia, Germany, and the United Kingdom have mandatory non-waiverable excess fees. If a traveler declines insurance and an accident occurs, the traveler 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. The 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 company must submit its bills directly to the traveler’s agency, and not to the traveler.
 - c. The rental company may handle a claim directly with the government traveler if the agency denies liability on the basis that at the time of the loss, the traveler was not operating within the scope of employment.
3. Reimbursement. Reimbursement for personal funds paid for damage sustained by a rented vehicle 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 JFTR/JTR, Appendix G, Reimbursable Expenses on Official Travel.

E. OPERATOR PERMIT

Travelers authorized to rent vehicles are required to possess a valid state or District of Columbia automobile driver's permit or license. An international driver's license, in conjunction with an unexpired US State or District of Columbia-issued driver's license, may be considered an allowable operator's permit.

F. COMPLAINTS

The traveler must first address complaints in connection with vehicles rented under DTMO - negotiated agreements at the rental vehicle location. If the traveler does not receive a satisfactory response, report the incident to the local TO. The TO must forward a written complaint to the vendor's government representative. The TO must also furnish DTMO a copy of the complaint. If the TO does not receive a satisfactory response, the package must be forwarded to DTMO 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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