

APR
2025

Enterprise Statement Review Guide

Statewide Travel Program



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Receiving the Monthly Statement

Your department should receive the monthly car rental statement from Enterprise before the 10th of each month. **Please note** if your agency did not book any rentals in the reporting month, then no statement will be sent. Upon receiving your Enterprise statement, which includes the reported fuel usage, you will want to verify that the following information is accurate:

- Account name
- Account number

If any discrepancies are found, please contact TSS_StateofCA@ehi.com.

Reviewing the Statement Data

Ensure that each of the columns match the data in the rest of the report. Some of these include:

- Billing number (should be accurate for your department)
- Time charged (in hours)
- Miles charged (will likely be 0.00 because the state's contract with Enterprise covers unlimited miles)
- Fuel (shown in dollars charged)
 - Please see the website for current fuel rates: [STP Car Rental Resources](#)
 - **Note:** The fuel rate will be applied based on when the car is returned. For example, if you rent a car on 10/28/24 and return the car on 11/4/24, then the November fuel rate will be applied.
- Total charges (should equal time charged + sales tax + fuel + other taxes/fees)
- Rental city & rental state
- Rental date & time, return date & time (should be recorded during normal business hours)
- Total number of miles (should equal end miles minus start miles)
- Received car class (this should match with how much fuel was added to the type of vehicle)
 - Also able to confirm this by the make and model listed on the report

Short and Long-Term Rental Data

- **Short-term vs. long-term rentals**
 - Check for short-term car rentals that have extended over 30 days and follow up with the traveler for a possible explanation.
 - Let them know that rentals over 30 days must be a long-term rental per [SAM 4117.2 \(Commercial Car Rentals\)](#)
 - Inform the traveler or their travel department of the price savings for a long-term account.
 - Ensure that each type of rate is properly being applied to each vehicle rental. Rentals less than 30 days should be receiving the short-term rate, and vehicle rentals more than 30 days should be getting the long-term rate.
- **Submitting a Long-Term Vehicle Rental Request**
 - All state agencies must request a long-term vehicle in writing to the OFAM Fleet & Asset Management Unit (FAMS) at DGSTLTL@dgs.ca.gov. If the request is approved, the FAMS unit will provide the approval to Enterprise, who will create a long-term billing account, make the arrangements for the vehicle(s) and provide the requester with branch contact information and rental details.
- **Check for reoccurring vehicle rentals that are just short of 30 days** (e.g., 27, 28, or 29 days)
 - Inform the traveler or their travel department that chaining together short term vehicle rentals is against [SAM 4117.2 \(Commercial Car Rentals\)](#)
 - Show them the long-term rental process on the [STP Resource Page](#)

Data to be Reviewed

- Look for Travel Expense Claims (TECs) that show a car rental and multiple ground transportation trips, such as Uber or Lyft, booked in the same period
- Check for reoccurring vehicle rentals that are just short of 30 days (e.g., 27, 28, or 29 days)
- Verify the amount of fuel added with the rental vehicle matches the car rental class
 - For example, 25 gallons of gasoline wouldn't generally fit into a mid-size sedan (ICAR) or a compact sedan (CCAR). It would be suspicious

if the car rental company reported adding 25 gallons of fuel to the car upon the completion of the trip.

- Inspect vehicle rentals booked outside of California, especially if it wasn't expected on the trip.
- The rental date/time and return date/time should reflect the trip itinerary
 - For example, when looking at the TEC, it would be suspicious if the trip ended on Thursday, but the car rental was returned sometime over the weekend.
- For policy information on renting vehicles for official state business, please visit: [State Administrative Manual \(SAM\) section 4117.2 Commercial Car Rentals](#)

Enterprise Rental Receipts (for Travelers)

The following information shown on the individual rental car agreement should match the data generated on the fuel audit report:

- Renter name
- Vehicle information
 - License plate
 - Make/model
 - Vehicle Identification Number (VIN)
 - Year of car
 - Type of car (vehicle class)
 - Start/end miles on odometer
 - Should be more than 50 miles to justify the need for a car rental
- Rental/return date and time
- Fuel level from rental agency, both beginning and ending
 - Fuel level should reflect on the report similar to how car was returned
- Total charges
 - Including rental rate, taxes/fees, and fuel

Discrepancies

For travelers: All billing concerns and other issues noted on a traveler's invoice should be directed to the agency's Travel Coordinator. Travelers should not attempt to contact Enterprise directly to address these concerns.

For Travel Coordinators: All billing concerns and other issues from an invoice brought to a Travel Coordinator's attention can be addressed to the Enterprise billing department at TSS_StateofCA@em.com. This email address should also be used to address billing and other concerns found by the Travel Coordinator on the monthly Enterprise statement. Issues found on the statement must be reported to Enterprise using the billing issue research template. You can find a copy of the billing issue research template listed on the Department of General Services (DGS) STP website under [Car Rental Resources](#), or by clicking [here](#).

Car Rental Rates and Vehicle Classes

The current short and long-term car rental rates can be viewed on the STP website: [Car Rental Resources for State Travel](#). Simply navigate to the bottom of the page labeled "Rates." The PDF that displays the car rental rates will also provide the car class and vehicle description. This information is valuable to a Travel Coordinator when reviewing the type of vehicle that was booked by a traveler.