

MAY  
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# 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 10<sup>th</sup> 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](mailto: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 data elements 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)
  - See the STP website for current fuel rates: [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

## 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](#). 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.

## Short and Long-Term Rental Data

- **Short-term vs. long-term rentals**
  - Check for short-term car rentals that have extended 30 days or more and follow up with the traveler for a possible explanation.
  - Let the traveler know that rentals 30 days or more must be a long-term rental per [State Administrative Manual \(SAM\) section 4117.2 Commercial Car Rentals](#) (Executive Branch agencies only).
  - Inform the traveler and their manager of the price savings for a long-term account.
  - Ensure that each rate type is properly being applied to each vehicle rental. Rentals up to 29 days should be receiving the short-term rate, and vehicle rentals 30 days or more should be getting the long-term rate.
- **Submitting a Long-Term Vehicle Rental Request**
  - State agencies must request a long-term vehicle in writing to the Department of General Services (DGS) Office of Fleet & Asset Management FAMS Unit at [DGSTLTL@dgs.ca.gov](mailto: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.
  - All other agencies shall submit long-term vehicle requests to DGS Statewide Travel Program at [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov). A form will be provided to the requester to complete.
- **Check for reoccurring vehicle rentals that are just short of 30 days** (e.g., 27, 28, or 29 days)

- Inform the traveler and their manager that chaining together short term vehicle rentals is against [State Administrative Manual \(SAM\) section 4117.2 Commercial Car Rentals](#).
- Provide the traveler and their manager with information on the long-term rental process from the [Car Rental Resources](#) page.

## Data to Review

In terms of reviewing the statement data, there are several key recommendations to follow:

- Look for Travel Expense Claims (TEC) that show a rental vehicle 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 to 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 questionable 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 questionable if the trip ended on a 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
- Rental/return date and time
- Fuel level from rental agency, both beginning and ending
  - Fuel level should reflect on the report similar to how the rental vehicle was returned
- Total charges
  - Including rental rate, taxes/fees, and fuel

### Discrepancies

For Employees: All billing concerns and other issues noted on an employee's invoice should be directed to the agency's Travel Coordinator. Employees 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](mailto:TSS_StateofCA@em.com). This email address should also be used to address billing issues 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 STP website under [Car Rental Resources](#), or by clicking [here](#).