

How to Book a Rental Car

Statewide Travel Program

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1. General Information

To avoid excess booking fees, please book all components of travel within the same itinerary.

Enterprise is the state's contracted vendor for rental cars. Where Enterprise is unavailable, National may be utilized. Contract rates and terms have been loaded into Concur.

2. Policy Compliance

This section applies to executive branch state agencies only.

- Travel should be conducted in the most cost-efficient manner in the best interest of the state.
- Make rental car reservations through the Statewide Travel Program.
- The state's contracted vendor for all rental vehicles is Enterprise. Where Enterprise is not available, National may be used.
- Compact and intermediate are the required vehicle classes. All vehicle rentals larger than intermediate must be approved in advance of travel dates with the [OFAM 100 Short-Term Vehicle Justification Form](#).
- If a specialty vehicle (cargo van, box truck, stake bed, ¾ ton truck, refrigerated vehicle) is required, travelers must also use the [Specialty Vehicle Reservation Request Form](#) to request and reserve the vehicle from Enterprise.
- To rent a long-term vehicle, refer to the [Car Rental Resources](#) page for the most up-to-date information.
- Renting a Zero Emission Vehicle/ZEV (sedan) from Enterprise at the contracted rate does *not* require completion/approval of a DGS OFAM 100 Short-Term Vehicle Justification Form
- For information about contracted rental car rates, please review [Short-Term Rates](#) and/or [Long-Term Rates](#).

For resources and more information about state policies, see the following:

- [State Administrative Manual \(SAM\) 700](#)
- [State Administrative Manual \(SAM\) 4117](#)
- [State Administrative Manual \(SAM\) 4117.2](#)
- [State Travel Policy Resources](#)

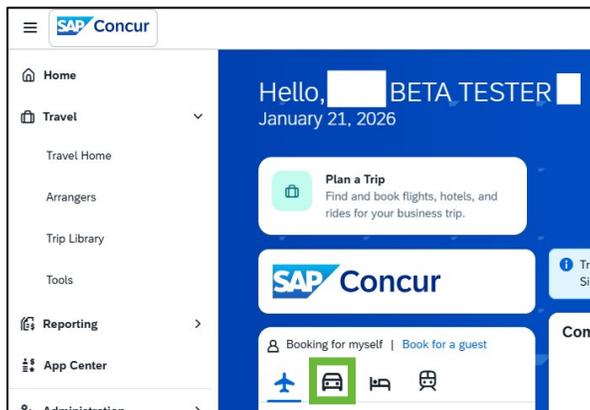
All non-compliant choices will be audited.

3. Booking Instructions

3.1 Log In

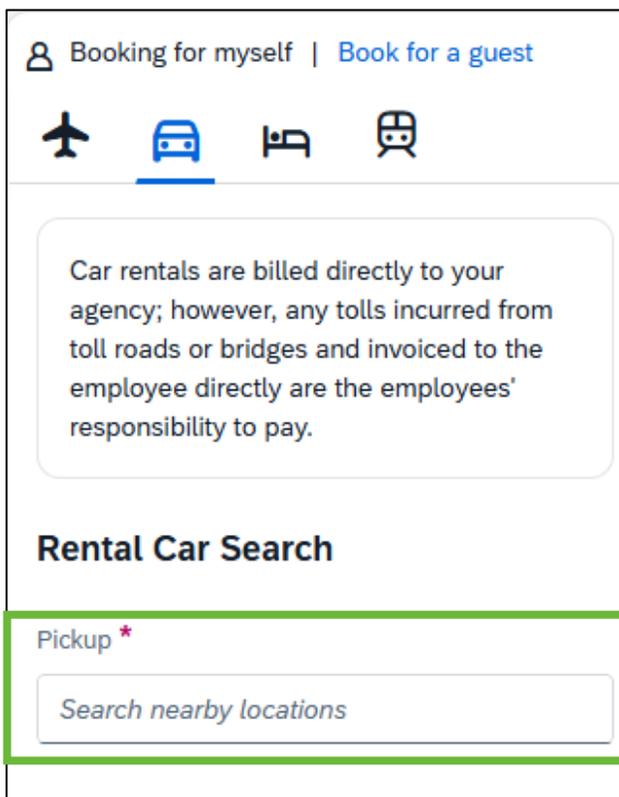
Log into Concur. See the video and/or guide 'How to Log into Concur' for more information.

After logging in, click the car icon in the trip search widget.



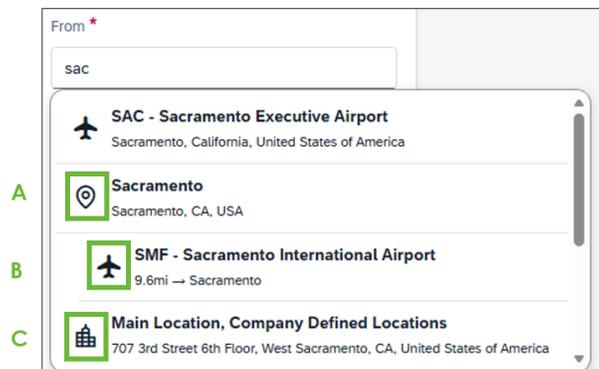
3.2 Pickup Location

Find the "Pickup" field under "Rental Car Search." Enter the airport, city, or location.

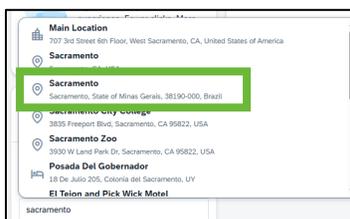


A drop-down list will appear.

- The map marker icon will show city names within the search parameters.
- The plane icon will show airports within the search parameters.
- The building icon will show your office location(s), if it has been added to your profile. Please see the guide 'How to Set up a Profile in Concur' for more information.



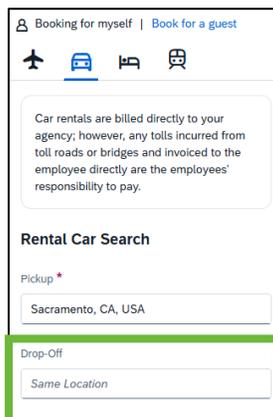
Once you have decided on a location, select it from the drop-down menu.



3.3 Drop-Off Location

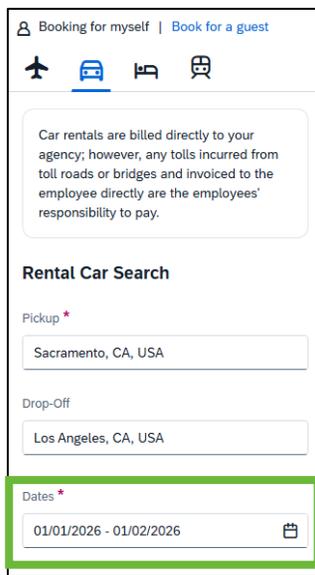
The "Drop-Off" location will default to the same location as pickup. If you are dropping off the vehicle at the same location, you don't need to enter anything here.

If you are dropping off the vehicle at a different location, find the "Drop-Off" field under "Rental Car Search." Use the same process you followed to select a pickup location to now find and select a drop-off location. See section 3.2 of this document for more information.



3.4 Travel Dates

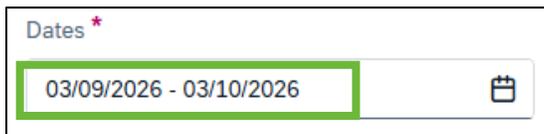
Find the "Dates" box. The dates will automatically default to today's date.



There are two ways to choose travel dates: type the dates or choose on a calendar.

3.4.1 Type the travel dates

Enter the pickup and drop-off dates by clicking the box and typing in the pickup and drop-off dates.

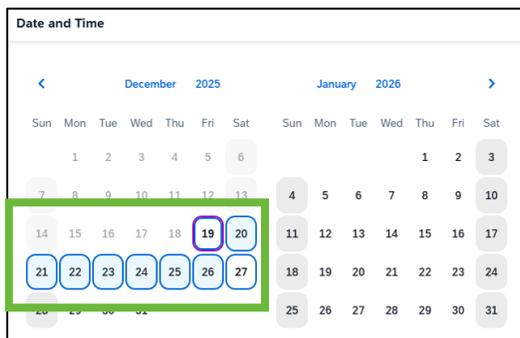


3.4.2 Choose the dates on a calendar

Click the calendar icon.

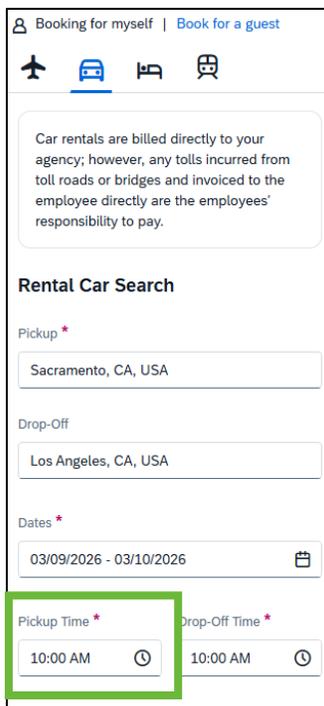


A pop-up window will appear with a two-month calendar view. Select the desired pickup date first, then the desired drop-off date. Once selected, the travel dates will appear outlined in blue.



3.5 Pickup Time

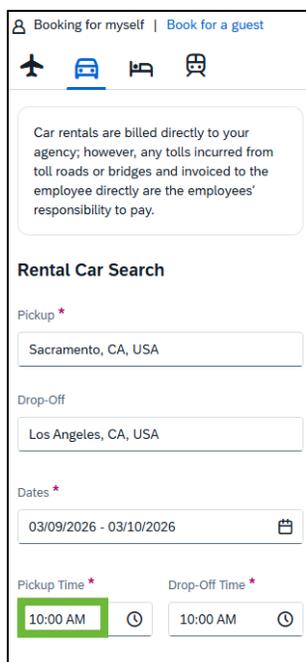
Find the "Pickup Time" box. The times will already be populated. This can be changed as needed.



There are two ways to choose a pickup time: type the time or choose on a clock.

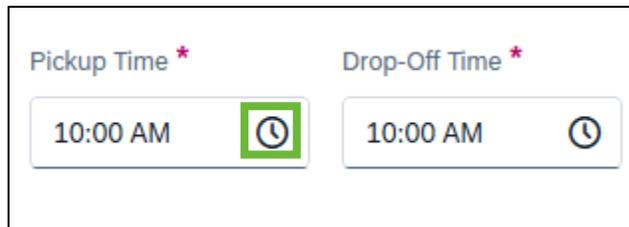
3.5.1 Type the pickup time

Click the box and type the desired pickup time.

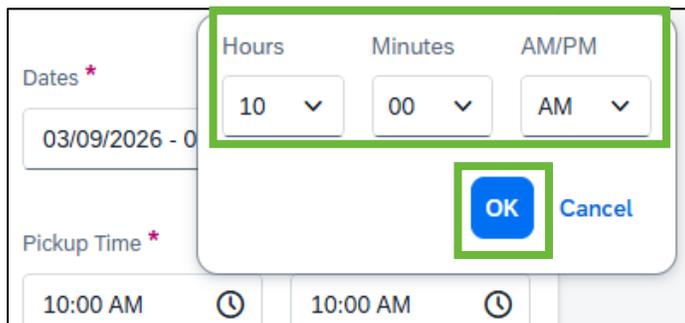


3.5.2 Choose the time on a clock

Click the clock icon.

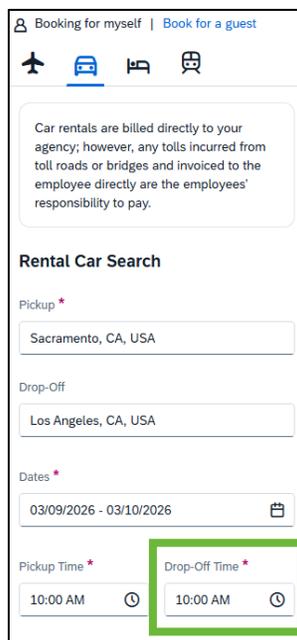


A pop-up window will appear with a drop-down menu for hours, minutes, and AM/PM. Use the drop-down menu to select the desired time and click "OK."



3.6 Drop-Off Time

Find the "Drop-Off Time" box. Use the same process you followed to select a pickup time to now find and select a drop-off time. See section 3.5 of this document for more information.



3.7 Search for a Rental Car

Once the search parameters are set, click “Search Rental Cars.”

The screenshot shows a mobile interface for booking a rental car. At the top, there are options for "Booking for myself" and "Book for a guest". Below this are icons for different vehicle types: airplane, car, van, and wheelchair. A text box explains that car rentals are billed to the agency, but tolls are the employee's responsibility. The "Rental Car Search" section includes fields for "Pickup" (Sacramento, CA, USA), "Drop-Off" (Los Angeles, CA, USA), "Dates" (03/09/2026 - 03/10/2026), "Pickup Time" (10:00 AM), and "Drop-Off Time" (10:00 AM). A blue "Search Rental Cars" button is highlighted with a green border.

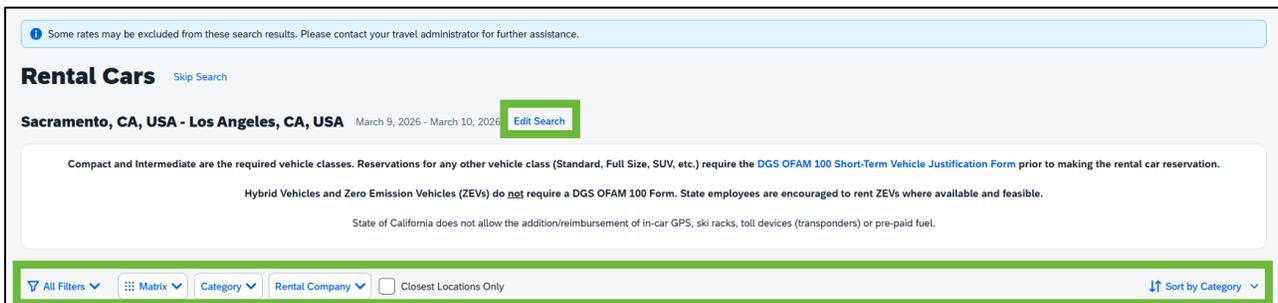
3.8 Search Page Notification

Along the top of the search page, your agency may have one or more notifications displayed. Always review this information carefully and if you need clarification, reach out to your agency's Travel Coordinator(s).

The screenshot shows the search results page for "Rental Cars" from Sacramento, CA, USA to Los Angeles, CA, USA for the dates March 9, 2026 to March 10, 2026. A notification box at the top states: "Some rates may be excluded from these search results. Please contact your travel administrator for further assistance." Below this, a green-bordered box contains the following text: "Compact and Intermediate are the required vehicle classes. Reservations for any other vehicle class (Standard, Full Size, SUV, etc.) require the DGS OFAM 100 Short-Term Vehicle Justification Form prior to making the rental car reservation. Hybrid Vehicles and Zero Emission Vehicles (ZEVs) do not require a DGS OFAM 100 Form. State employees are encouraged to rent ZEVs where available and feasible. State of California does not allow the addition/reimbursement of in-car GPS, ski racks, toll devices (transponders) or pre-paid fuel." At the bottom, there are filter options for "All Filters", "Matrix", "Category", "Rental Company", and "Closest Locations Only", along with a "Sort by Category" option.

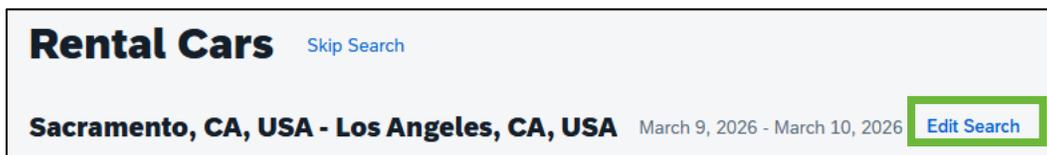
3.9 Additional Search Parameters

The “Rental Cars” search page will load. At the top of the page, you will see more search parameters. This is not required, but a helpful tool to help you find a rental car that best meets your needs.



3.9.1 Edit search

To edit the search, click “Edit Search.”



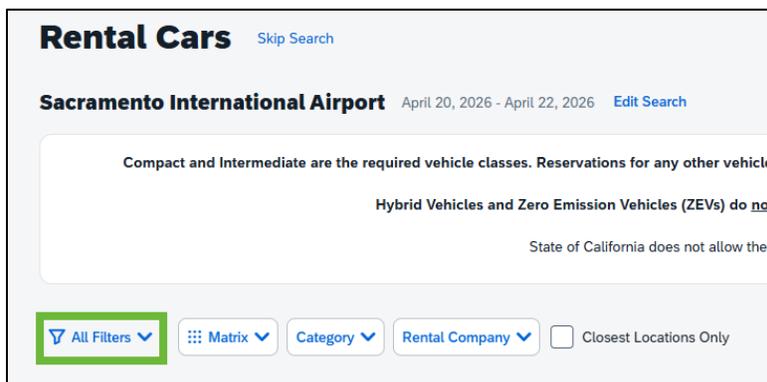
Edit the pickup location, drop-off location, travel dates, pickup time, and/or drop-off time as desired. See sections 3.2, 3.3, 3.4, 3.5, and/or 3.6 of this document for more information.

Click “Search” to apply the new search parameters. Click “Cancel” to return to the prior search parameters.

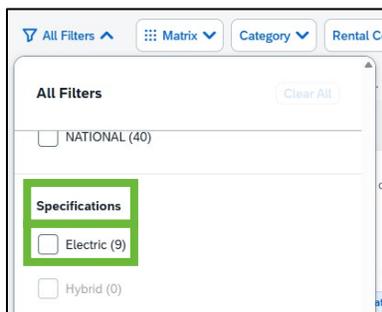


3.9.2 Zero-Emission Vehicle (ZEV)

To filter for ZEVs, click “All Filters.”

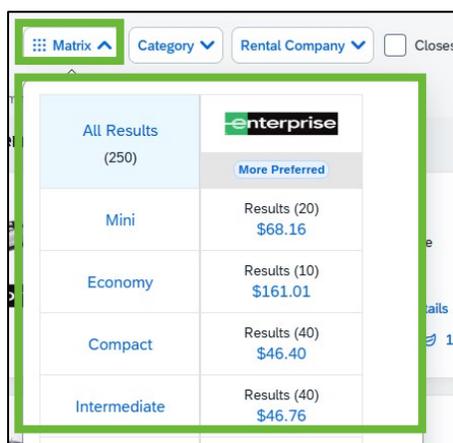


Scroll to “Specifications” and check “Electric.”



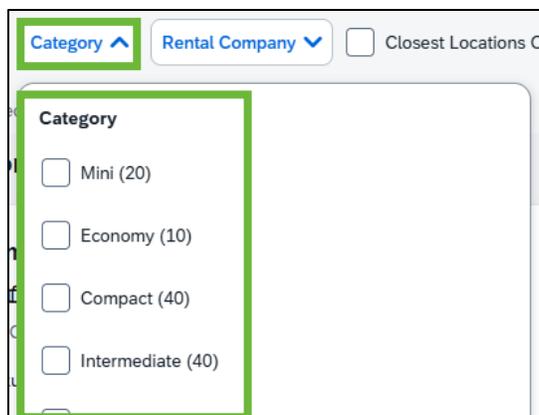
3.9.3 Matrix

Click “Matrix” to see a comparison of all results for rental cars within the search parameters.



3.9.4 Category

Click “Category” to select the vehicle type(s) you are searching for.



3.9.4.1 Required Vehicle Classes (Applies to executive branch agencies only)

Compact and Intermediate are the required vehicle classes. Reservations for any other vehicle class (Standard, Full Size, SUV, etc.) require the [DGS OFAM 100 Short-Term Vehicle Justification Form](#) prior to making the rental car reservation.

3.9.4.2 Zero Emission Vehicles

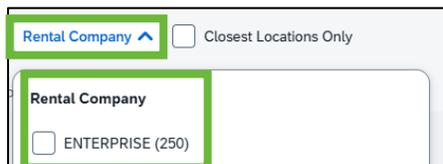
Hybrid Vehicles and Zero Emission Vehicles (sedans) do not require a DGS OFAM 100 Form. State employees are encouraged to rent ZEVs where available and feasible.

3.9.5 Rental Company

Click "Rental Company" to choose a specific vendor.

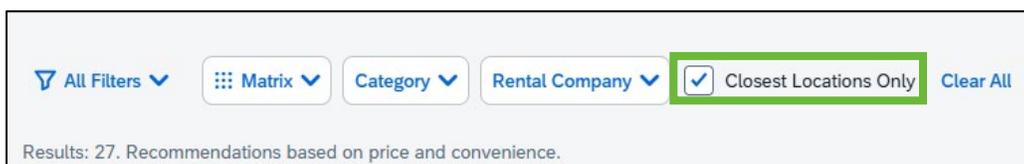
Important: Enterprise is the state's most preferred vendor, and National can be used anywhere Enterprise is not available.

If choosing a non-preferred (non-contracted) vendor, the traveler must provide a personal credit card to cover all costs and seek reimbursement once the trip is completed. The traveler may also need to add insurance (based on your agency's internal policies) upon vehicle pick-up if using a non-preferred vendor.



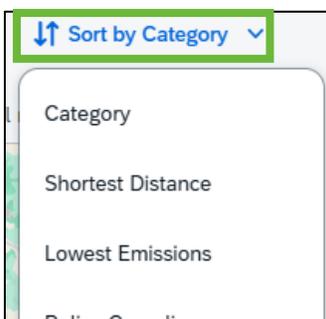
3.9.6 Closest Location Only

Click "Closest Locations Only" to show locations that are closest to the location entered. This option is best used to search for an off-airport vendor.



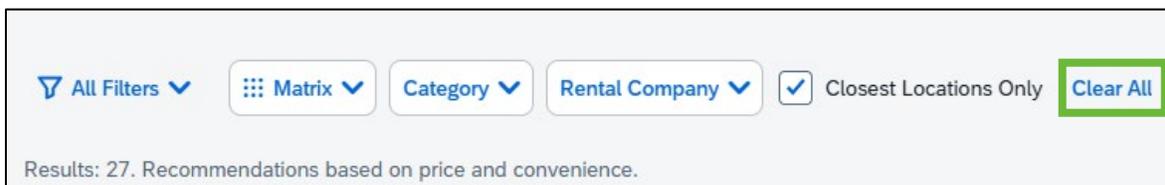
3.9.7 Sort by

The search results will always be sorted by category, or car type. To change how results are sorted, click "Sort by" and select the option you prefer.



3.9.8 Clear All

To clear all additional search parameters, click "Clear All."



3.10 Choose a Rental Car

Review the rental car options. For each rental car option, you may see the following:

- A. Vendor name
- B. Vehicle class: ensure you are choosing an option that meets your agency's requirements.
- C. Estimated cost: the large number will show the estimated cost, with the daily rate in smaller font underneath. Ensure you are within the daily rates.
- D. How many seats the vehicle has
- E. How many suitcases fit
- F. The amount of doors the vehicle has
- G. If the vehicle is automatic or manual
- H. Mileage limit
- I. If the vehicle has air conditioning
- J. Distance from pickup location entered in search
- K. Distance from drop-off location entered in search
- L. Link for the branch location details
- M. Recommended: Concur recommends this option as the best based on your search parameters.
- N. Corporate rate: this notes if the rate is contracted through the Statewide Travel Program.
- O. Preferred status: vendors that have a contract with the state will be designated "Preferred" or "Most Preferred" in Concur.

The screenshot shows a rental car card for an Enterprise Intermediate Toyota Corolla. Callouts A through O identify the following elements:

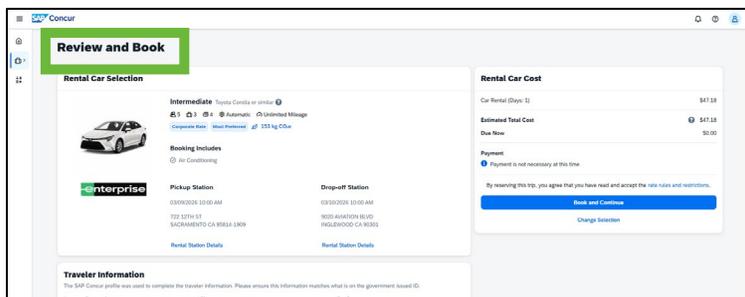
- A:** Enterprise logo
- B:** Vehicle class: Intermediate
- C:** Estimated cost: \$47.18 (\$47.18 Per day)
- D:** Vehicle specifications: 5 seats, 3 suitcases, 4 doors, Automatic, Unlimited Mileage
- E:** Air Conditioning feature
- F:** Pickup location: 0.51 mi
- G:** Drop-off location: 0.81 mi
- H:** Location details link
- I:** Recommended status (blue star icon)
- J:** Corporate Rate status (blue star icon)
- K:** More Preferred status (blue star icon)
- L:** 152 kg CO₂e emissions
- M:** Select button
- N:** Preferred status (blue star icon)
- O:** Most Preferred status (blue star icon)

To choose a rental car, click "Select" for the option desired.

This screenshot shows the same rental car card as above, but with the "Select" button highlighted by a green box, indicating the final step in choosing the vehicle.

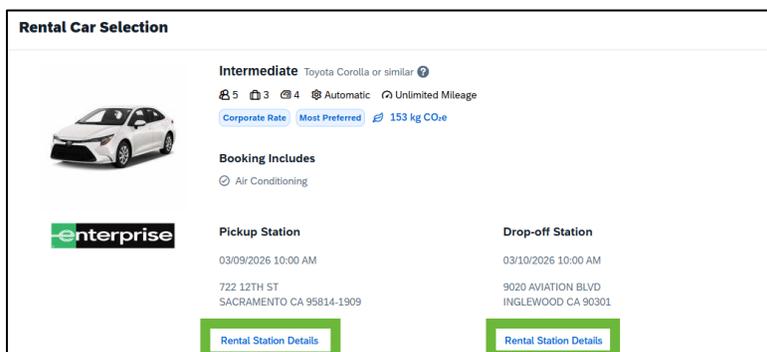
3.11 Review and Book Page

You are now on the “Review and Book” page.



3.11.1 Rental Car Selection

Review the trip information. Click “Rental Station Details” to see the address, hours of operation, and phone number for the pickup and/or drop-off location.



3.11.2 Traveler Information

Review the traveler's information. You may be turned away if the name on your identification does not match your reservation.

- A. Verify the traveler's name is accurate and matches the photo identification the traveler will provide upon traveling.
- B. Verify the phone number, email, and frequent traveler account are correct, if applicable.
- C. If applicable, enter the traveler's flight number.

Important: If you have completed your profile on Concur, this information may already be added to the booking. To edit or save this information to your profile, please see the guide 'Setting Up a Profile in Concur.'

Traveler Information		
The SAP Concur profile was used to complete the traveler information. Please ensure this information matches what is on the government issued ID.		
Name on Reservation William Never	Phone 11111111	Email @dgs.ca.gov
Frequent Traveler Account None		
Flight Number (i.e. UA1234)		

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Important: Incorrect loyalty numbers in the "Frequent-Traveler Programs" section in Concur will cause direct-billing issues and result in a personal credit card being required at the rental counter. Please see the video and/or guide 'Setting Up a Profile in Concur' on how to add/edit/remove that information.

3.11.3 Rental Car Preferences

If needed, add any rental car preferences.

Rental Car Preferences
Your comments will be shared with the rental company.

Comments 0/60

Only alphanumeric characters are allowed.

Important: the state of California does not allow the addition/reimbursement of in-car GPS, ski racks, toll devices (transponders) or pre-paid fuel.

3.11.4 Rental Car Cost

On the right side of the page, you will see the estimated costs.

Review and Book

Rental Car Selection


Intermediate Toyota Corolla or similar
5 3 4 Automatic Unlimited Mileage
Corporate Rate Most Preferred 153 kg CO₂e

Booking Includes
Air Conditioning

Pickup Station
03/09/2026 10:00 AM
722 12TH ST
SACRAMENTO CA 95814-1909

Drop-off Station
03/10/2026 10:00 AM
9020 AVIATION BLVD
INGLEWOOD CA 90301

Rental Car Cost

Car Rental (Days: 1)	\$47.18
Estimated Total Cost	\$47.18
Due Now	\$0.00

Payment
Payment is not necessary at this time

By reserving this trip, you agree that you have read and accept the rate rules and restrictions.

[Book and Continue](#)
[Change Selection](#)

Review the estimated cost.

Rental Car Cost

Car Rental (Days: 1)	\$47.18
Estimated Total Cost	\$47.18
Due Now	\$0.00

Payment
Payment is not necessary at this time

By reserving this trip, you agree that you have read and accept the rate rules and restrictions.

[Book and Continue](#)
[Change Selection](#)

Click "Change Selection" if you need to make any changes to the reservation.

Rental Car Cost

Car Rental (Days: 1)	\$47.18
Estimated Total Cost	\$47.18
Due Now	\$0.00

Payment
Payment is not necessary at this time

By reserving this trip, you agree that you have read and accept the rate rules and restrictions.

[Book and Continue](#)
[Change Selection](#)

Click the “rate rules and restrictions” link to review information applicable to the booking. If no changes need to be made and you agree with the rate rules and restrictions, click “Book and Continue.”

Rental Car Cost	
Car Rental (Days: 1)	\$47.18
Estimated Total Cost	\$47.18
Due Now	\$0.00
Payment	
Payment is not necessary at this time	
By reserving this trip, you agree that you have read and accept the rate rules and restrictions.	
Book and Continue	
Change Selection	

You have not finished booking the trip!

3.12 Finalize Page

You are now on the “Finalize” page.

Finalize

Trip Overview
March 9, 2026 - March 10, 2026

Trip Name * 18/50
Trip - Los Angeles

Description 0/250

Traveler

Estimated Total Cost \$47.18

Rental Car \$47.18

Finalize Trip
Cancel Trip
Hold Trip

Additional Information
I agree to the Terms of Use and have read and will comply with State of CA travel and expense policy *

3.12.1 Trip Overview

For “Trip Name,” give it a name that will be easy to identify in your Trip Library. Under “Trip Description,” you can add more details about what the trip is for.

Trip Overview
March 9, 2026 - March 10, 2026

Trip Name * 18/50
Trip - Los Angeles

Description 0/250

Traveler
EOT BETA TESTER 3 Never

Review the traveler's name and rental car information for accuracy.

3.12.2 Additional Information

Under "Additional Information," respond to the questions. The questions that appear may be different, depending on your agency's required information.

Important: All items with a red asterisk are required and must be entered to book the travel.

3.12.3 Would you like to book anything else?

On this page, you can add another rental car or hotel to the trip. Look for the car and bed icons under the estimated cost information. See the guide and/or video 'How to Book Lodging' and/or 'How to Book a Rental Car' for more information.

3.12.4 Finalize Trip

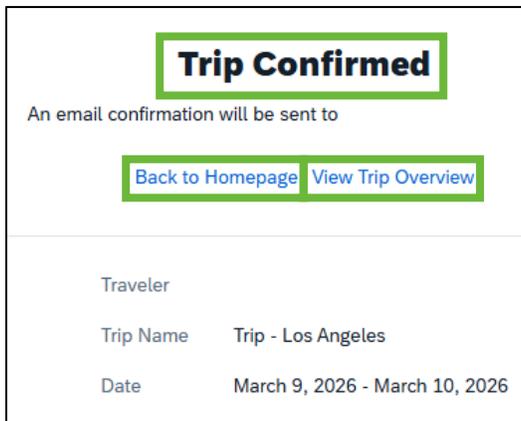
If all is correct, click "Finalize Trip." If you would like to cancel or are not yet ready to book, click "Cancel Trip."

You have not finished booking the trip!

3.13 Trip Confirmed

Note: Your travel is not booked until you have reached this page!

This page notifies you the trip has been booked. To see the trip information, click "View Trip Overview." Click "Back to Homepage" to return to Concur's homepage.



Note: Your travel manager may have to approve the trip. If your agency has automated approvals turned on, please see the guide 'Passive and Hard Stop Approval Information' for more information.

4. Booking a Rental Car Within a Multi-Component Trip

All multi-component travel is booked in the same order – air or train, rental car, then hotel. Complete all steps of booking air or train travel. Please see the videos and/or guides 'How to Book Air' and/or 'How to Book a Train' for more information.

After clicking “Add Rental Car” on the “Finalize” page, a pop-up will appear.

Would you like to book anything else?

 [Add Hotel](#)
 [Add Rental Car](#)

Add to Your Trip

Car rentals are billed directly to your agency; however, any tolls incurred from toll roads or bridges and invoiced to the employee directly are the employees' responsibility to pay.

Rental Car Search

Where would you like to pick up your car? Select one of your previous reservations to set the pick up location and date or enter the criteria manually.

Your Reservations

Flight: Los Angeles International Airport, 05/11/2026

Pickup *

Los Angeles International Airport

Drop-Off

Same Location

Dates *

05/11/2026 - 05/13/2026

Pickup Time *

8:00 AM

Drop-Off Time *

11:00 AM

[Search](#) [Close](#)

Use the drop-down menu to select the segment of travel for which you would like to add the rental car.

Add to Your Trip

Car rentals are billed directly to your agency; however, any tolls incurred from toll roads or bridges and invoiced to the employee directly are the employees' responsibility to pay.

Rental Car Search

Where would you like to pick up your car? Select one of your previous reservations to set the pick up location and date or enter the criteria manually.

Your Reservations

Flight: Los Angeles International Airport, 05/11/2026

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The pick-up/drop-off dates, times, and location(s) will default to match your flight schedule. Remember to change this if necessary.

Add to Your Trip

Car rentals are billed directly to your agency; however, any tolls incurred from toll roads or bridges and invoiced to the employee directly are the employees' responsibility to pay.

Rental Car Search

Where would you like to pick up your car? Select one of your previous reservations to set the pick up location and date or enter the criteria manually.

Your Reservations

Flight: Los Angeles International Airport, 05/11/2026

Pickup *
Los Angeles International Airport

Drop-Off
Same Location

Dates *
05/11/2026 - 05/13/2026

Pickup Time *
8:00 AM

Drop-Off Time *
11:00 AM

Click "Search."

Add to Your Trip

Car rentals are billed directly to your agency; however, any tolls incurred from toll roads or bridges and invoiced to the employee directly are the employees' responsibility to pay.

Rental Car Search

Where would you like to pick up your car? Select one of your previous reservations to set the pick up location and date or enter the criteria manually.

Your Reservations

Flight: Los Angeles International Airport, 05/11/2026

Pickup *
Los Angeles International Airport

Drop-Off
Same Location

Dates *
05/11/2026 - 05/13/2026

Pickup Time *
8:00 AM

Drop-Off Time *
11:00 AM

[Search](#) [Close](#)

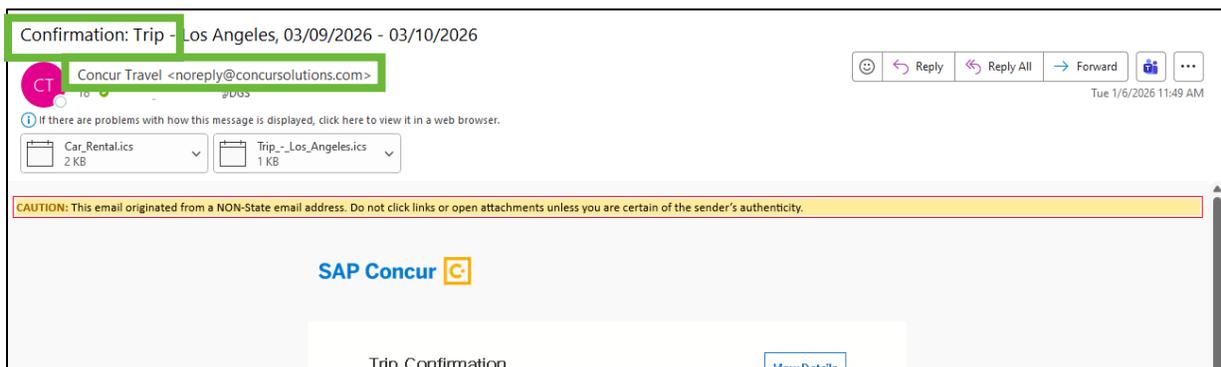
Complete the reservation by following the instructions for Booking a Rental Car Only, starting at the Pick-up/Drop-off Location (sections 3.2 and 3.3).

5. Trip Itinerary

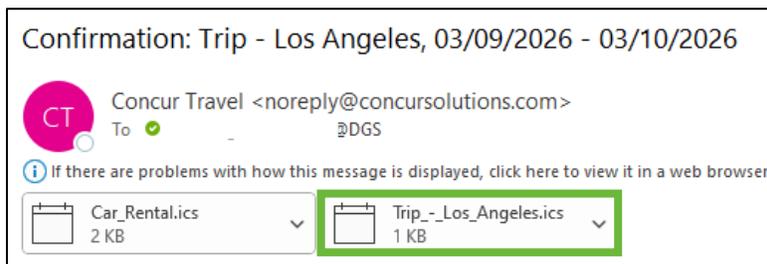
There are a few ways you can find the itinerary.

5.1 Confirmation Email

You will receive a confirmation email from Concur with your trip information. Keep this email for your records.



The email will include calendar attachments to easily add the rental car information to your calendar.

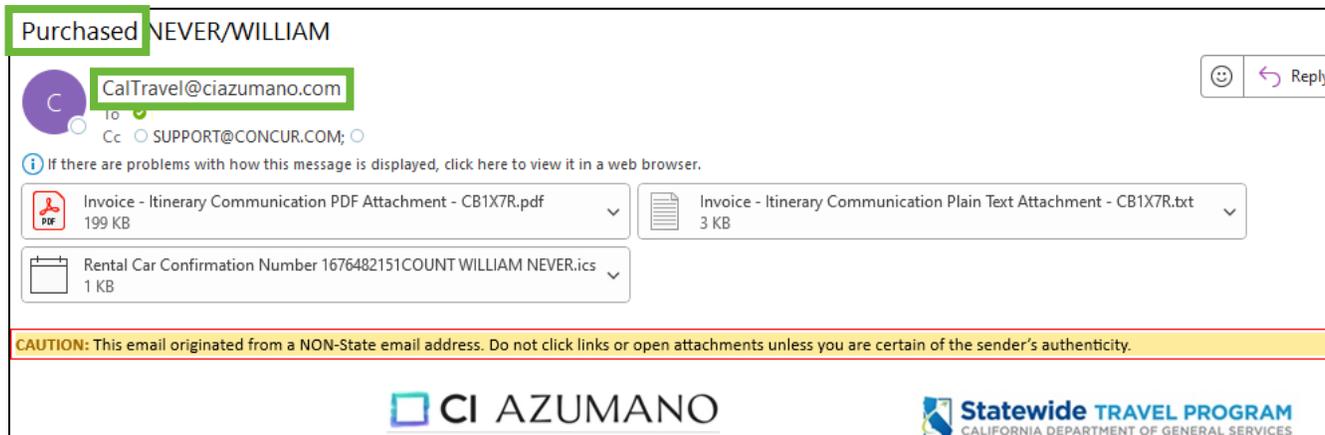


Within the email, you can see the Record Locator and a link to open the travel on Concur.

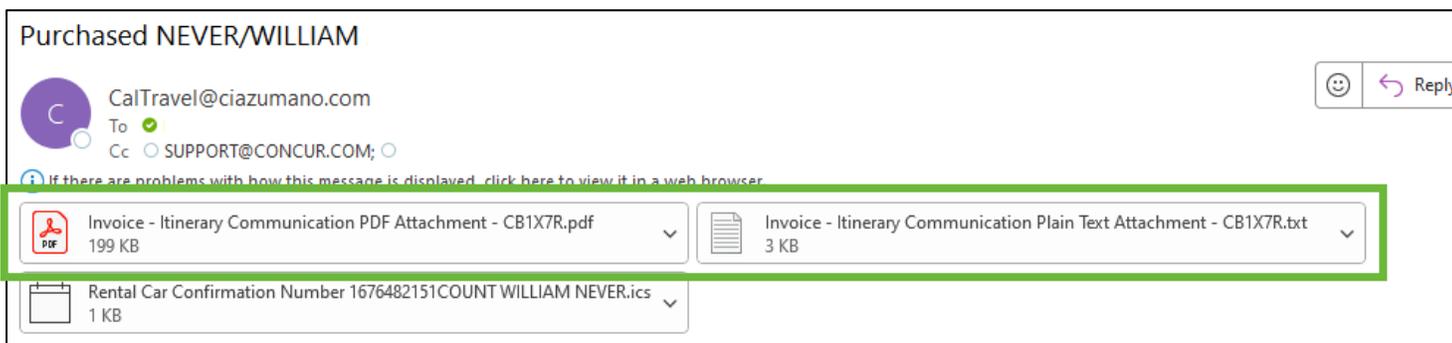


5.2 Purchased Email

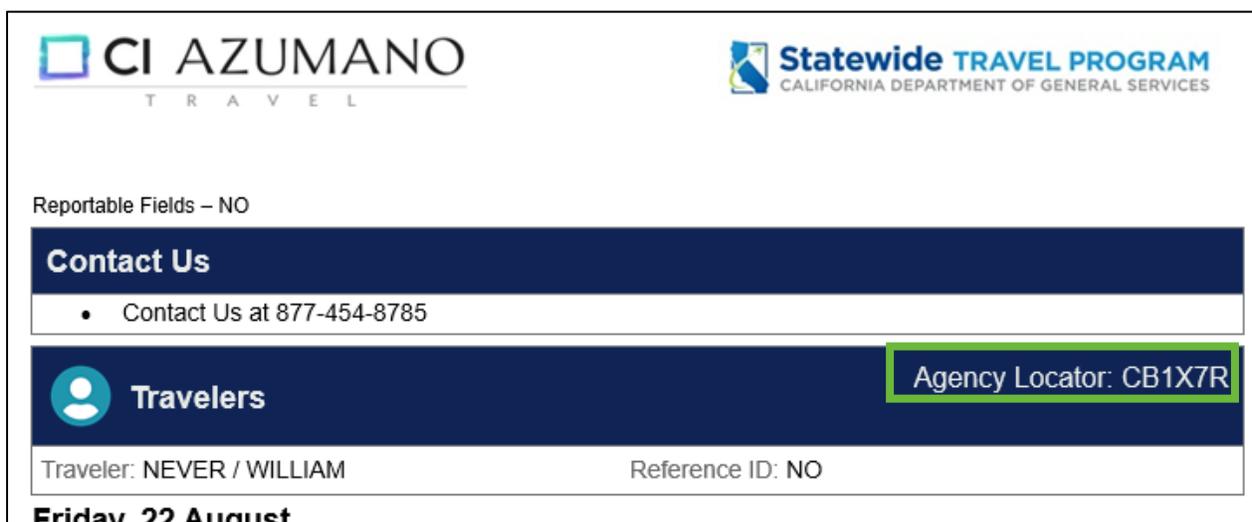
You will receive an invoice email from CI Azumano noting that the trip has been booked and paid. Keep this email for your records.



The email will include a PDF and text version of the itinerary.

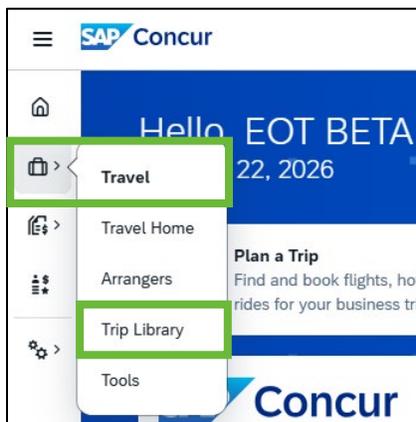


Within the email, you can see the Record Locator and a link to open the trip within Concur.

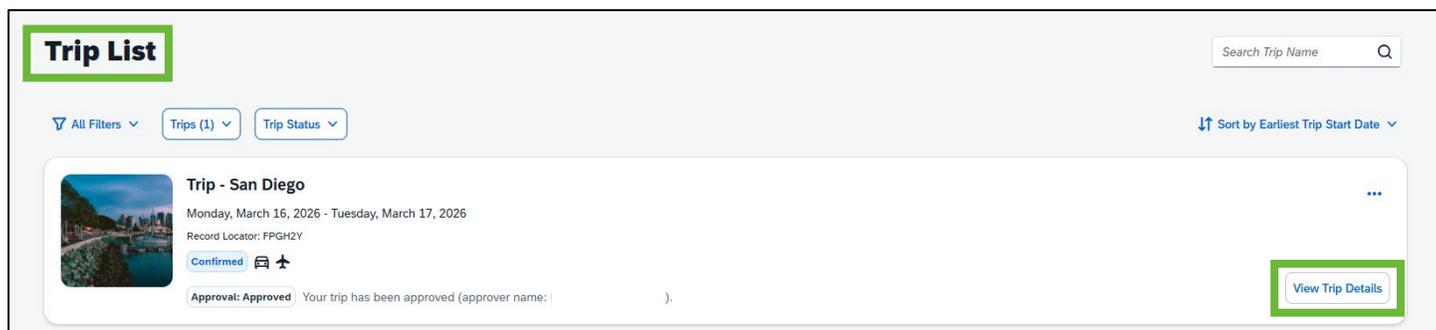


5.3 Trip Library

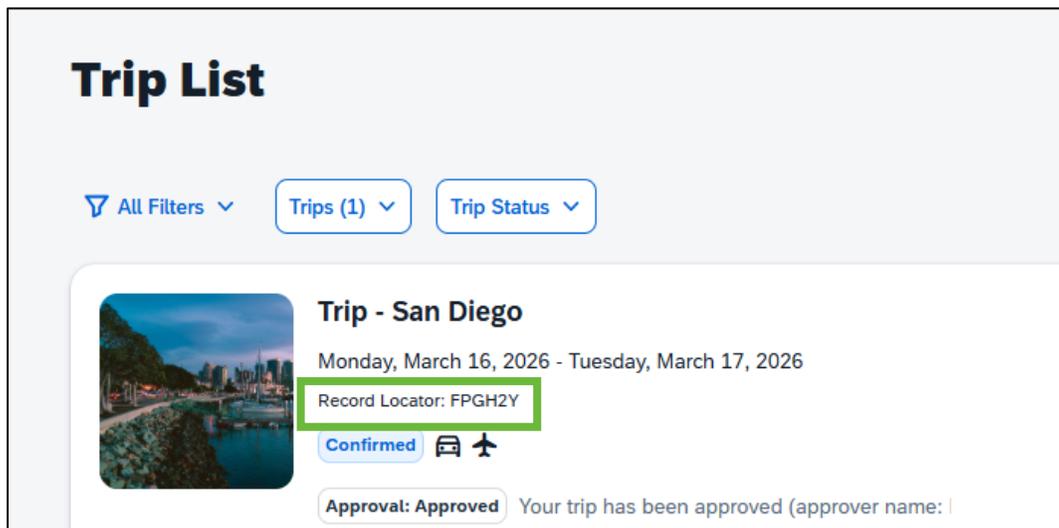
You can also find trip information via the "Upcoming Trips" section in Concur. Log into Concur and click "Travel," "Trip Library."



Your "Trip List" will open, where you can click "View Trip Details" to view, edit or cancel the trip. See the videos and/or guides 'How to Add to An Existing Itinerary,' 'How to Change a Booking,' and/or 'How to Cancel a Booking' for more information.



The trip's Record Locator can be found under the travel dates.



5.3.1 ZEV Information

To view if an electric vehicle is booked, click “View Trip Details.”

The screenshot shows the 'Trip List' interface. At the top left, there is a search bar for 'Search Trip Name'. Below it are filter buttons for 'All Filters', 'Trips (1)', and 'Trip Status'. A sort option 'Sort by Earliest Trip Start Date' is on the right. The main content area displays a trip card for 'Trip - San Diego' with dates 'Monday, March 16, 2026 - Tuesday, March 17, 2026' and record locator 'FPGH2Y'. The status is 'Confirmed'. A 'View Trip Details' button is highlighted with a green box in the bottom right corner of the trip card.

Under the vehicle name, there is a label indicating the vehicle is “Electric”

The screenshot shows the 'Trip Overview' interface. It includes a table with columns for Trip Status, Record Locator, Trip Name, and Date. The first row shows 'Confirmed', 'FVPN7N', 'Trip - Sacramento', and 'April 20, 2026 - April 22, 2026'. Below the table are tabs for 'Itinerary', 'Details', and 'Trip History'. The 'Details' tab is active, showing 'ENTERPRISE Rental Car' for 'Monday, April 20, 2026 - Wednesday, April 22, 2026' with confirmation number '69378186COUNT'. The vehicle is identified as 'Compact SUV Kia Niro EV or similar'. A list of features includes '5' passengers, '3' bags, '4' seats, 'Automatic', 'Electric' (highlighted with a green box), and 'Unlimited Mileage'. Other options shown are 'Most Preferred', 'Corporate Rate', and '33 kg CO2e'.

6. Picking Up the Car

When picking up a rental, the following acceptable identification types are required:

- Driver's License
- Employee ID/Badge
- Copy of Concur/CI Azumano itinerary (physical or electronic)

Make sure the gas or charge level is noted on the paperwork you receive from the vendor.

Within the glovebox of the rental car, there should be:

- Vehicle Information
- Car Registration
- Charging Information if the car is a ZEV
- Insurance Information
- Roadside Assistance Information

If you encounter any issues, please reach out to CI Azumano travel agents and/or your agency Travel Coordinator(s).

7. Additional Resources

As a traveler, your first resource for all travel-related inquiries is your agency Travel Coordinator(s). Other helpful resources are:

7.1 CI Azumano

Email: CalTravel@ciazumano.com

Travel Agents: (877) 454-8785 (use only if trip is in progress)

- [CI Azumano Webpage](#)
- [Concur Login Page](#)

7.2 Statewide Travel Program

Email: StatewideTravelProgram@dgs.ca.gov

- [Car Rental Resources for State Travel](#)
- [DGS OFAM 100 Short-Term Vehicle Justification Form](#)

Find the following videos and guides on the [Statewide Travel Program Training Resources Page](#):

- Car Rentals 101
- How to Book Air
- How to Book a Train
- How to Book Lodging
- How to Cancel a Booking
- How to Change a Booking
- How to Log into Concur
- How to Set up a Profile in Concur
- Passive and Hard Stop Approval Information
- SAM 4117 Guide