

Town Hall: Car Rentals and Uber for Business

AUGUST 2025



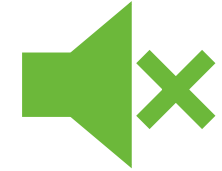
20-minute
presentation on
Car Rentals and
Uber for Business



40-minute Q&A
session



PowerPoint, Q&A,
and recording will
be shared after
the meeting



Unrelated topics
will not be
addressed

Housekeeping

Topics

Car Rental Contract Review and Benefits

Car Rental Best Practices

How Uber for Business Works

Q&A

Car Rentals

Car Rental Contract Review

Statewide Travel Program has a contract for discounted rental rates with Enterprise-Rent-A-Car, which includes National Car Rental.



Nationwide benefits:

- Discounted rates
- Insurance
- Damage waiver
- Unlimited miles
- No one-way drop fees
- Emergency roadside assistance
- Market rate fuel
- Rates for personal use
- Rental age lowered to 21 years old

Car Rental Contract Benefits

Market Rate Fuel

- Travelers do not need to refuel vehicles before returning them.
- Enterprise provides market-fuel prices for all contracted vehicles.
- This rate will not exceed California fuel prices calculated by averaging the weekly rates from the previous three months as verified using the [U.S. and Energy Administration](#).
- The Enterprise refuel rates can be found at the bottom of the [Car Rental Resources](#) page.

Car Rental Contract Benefits

Vehicle Upgrades at the Branch

- If the size and/or class of the vehicle rented is not available when a traveler arrives at the branch, Enterprise will substitute for an upgraded vehicle at no added cost.
- See columns AM/AN in the Enterprise monthly statement to check:
 - What vehicle was requested.
 - What vehicle was received.
 - What the rate should be for the requested car class can be cross-referenced on the Short-Term rate sheet.
- Billing errors resulting from upgrades can be sent to the Enterprise billing email address (Travel Coordinator use only).
 - Attach the Enterprise research [template](#).

AM	AN
Requested Car Class	Class Received
SCAR	ICAR
SCAR	SCAR
ICAR	FCAR
CCAR	CCAR
ICAR	FCAR
ICAR	MVAR
ICAR	SFAR
ICAR	SCAR
FCAR	FCAR
ICAR	FCAR
ICAR	ICAR
ICAR	FCAR

Car Class	Exhibit F Item	Vehicle Description
CCAR	a	Compact Sedan
ICAR	b	Mid-Size/Intermediate
FCAR	c	Full Size Sedan
MVAR	d	Mini Van
CFAR	e	Four Wheel Drive/Compact SUV
PPAR	f	Pick-Up Truck
SCAH	g	Hybrid Electric Vehicle
ICAE	h	Plug-In Hybrid/Zero Emission
SCAR	i	Standard Sedan
SFAR	j	Medium SUV
FFAR	k	Large SUV

Car Rental Contract Benefits

Specialty Vehicles

Enterprise offers a range of specialty vehicles including but not limited to:

- 12 and 15 passenger vans
- Four-wheel drive equipped vehicles
- Cargo vans
- ¾ and 1-ton pick-up trucks
- Box trucks

For more information, please visit our [Commercial Car Rental Resources page](#) or email StatewideTravelProgram@dgs.ca.gov.

Car Rental Best Practices

Zero Emission Vehicles (ZEVs)

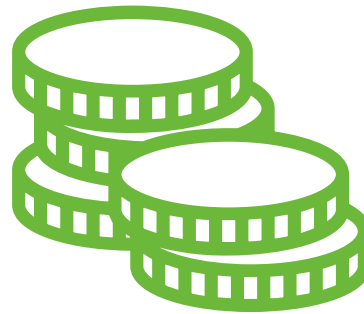
- ZEVs are the preferred vehicle type, when available/feasible, for employees traveling on official business.
- Trips best-suited for ZEV rentals:
 - Trips that require travel within urban and suburban areas.
 - Trips under 200 miles of total travel distance.
- Executive Branch travelers do not need to submit a DGS OFAM 100 Form for ZEV rentals (sedans).



Car Rental Best Practices

Determining Cost-Effectiveness

- Enterprise provides travelers with a [mileage reimbursement calculator](#) to assist in determining whether renting a vehicle or using a personal vehicle is the most cost-effective method of transportation.
- For executive branch agencies only: please [visit CalHR](#) for reimbursement information, including personal vehicle mileage.



Car Rental Best Practices

Top Tips for Travelers

- When booking, always check the service hours of the rental location.
 - Airport locations have extended pick-up hours.
- Have an identification (Driver's License and Employee ID) and/or itinerary handy for quick check-in.
- Verify that contact information is up-to-date when checking in at the branch.
- Ensure a receipt is received upon drop-off, prior to leaving the branch.
- Remind travelers to send any necessary receipts promptly.

Car Rental Best Practices

Direct Billing for Tolls

Enterprise can set up direct-billing of toll charges for participating agencies using the Commercial Car Rental Contract.

- Direct-billing toll charges is not automatic, agencies must opt-in.
- Once set up for this service, agencies receive a statement from Enterprise each month. This statement will be separate from the monthly statement for rental car charges.
- To set-up direct bill tolls with Enterprise, email StatewideTravelProgram@dgs.ca.gov and request the additional service (Attention: Car Rental Travel Specialist).

Toll Amounts

Toll Road

Toll Date/Time

Account Name: SAMPLE ACCOUNT		ENTERPRISE HOLDINGS.										REMIT TO:		EAS SERVICES, LLC	
Account Number: XZ12345														PO BOX 840173	
Invoice Date: 12/31/14														KANSAS CITY, MO 64184-0173	
Vendor Name: Enterprise Rent-A-Car														Billing Inquiries	
Consolidated Invoice Number: TLDXZ12345-123114														(866) 278-9894	
Consolidated Invoice Total: \$148.55														ARINQUIRY@EHL.COM	
Renter Name	BA#	Rental Ticket #	Rental Date	Return Date	TCC - # of Days Usage	Total Usage/TCC Fee (5 day max at \$3.95) & Violation Fee (\$25.00)	Toll Amts	Total Due	Currency	Rental City	Rental State	License #	Toll Ref ID	Toll Road	Toll date/time
State Traveler 1	12345678	8P9NTC	10/12/2014	11/11/2014			\$6.00		USD	SAN FRANCISCO	CA	7EYU776	226345489	BATA - Bay Bridge	11/7/2014 3:43:46 PM
				TOTAL	1	\$3.95	\$6.00	\$9.95	USD						
State Traveler 2	12345678	8S8851	10/15/2014	11/14/2014			\$4.00		USD	Walnut Creek	CA	7FFW162	222561118	BATA - Bay Bridge	10/24/2014 12:44:44 PM
State Traveler 2	12345678	8S8851	10/15/2014	11/14/2014			\$6.00		USD	Walnut Creek	CA	7FFW162	222561745	BATA - Bay Bridge	10/22/2014 3:13:44 PM
State Traveler 2	12345678	8S8851	10/15/2014	11/14/2014			\$4.00		USD	Walnut Creek	CA	7FFW162	223092768	BATA - Bay Bridge	10/27/2014 2:54:54 PM
State Traveler 2	12345678	8S8851	10/15/2014	11/14/2014			\$6.00		USD	Walnut Creek	CA	7FFW162	223096344	BATA - Bay Bridge	10/23/2014 3:23:33 PM
State Traveler 2	12345678	8S8851	10/15/2014	11/14/2014			\$5.00		USD	Walnut Creek	CA	7FFW162	224516439	BATA - Bay Bridge	10/28/2014 2:39:25 PM
State Traveler 2	12345678	8S8851	10/15/2014	11/14/2014			\$5.00		USD	Walnut Creek	CA	7FFW162	224931057	BATA - Bay Bridge	10/31/2014 12:11:44 PM
State Traveler 2	12345678	8S8851	10/15/2014	11/14/2014			\$5.00		USD	Walnut Creek	CA	7FFW162	226347171	BATA - Bay Bridge	11/19/2014 2:51:30 PM
State Traveler 2	12345678	8S8851	10/15/2014	11/14/2014			\$5.00		USD	Walnut Creek	CA	7FFW162	226345443	BATA - Bay Bridge	11/5/2014 2:40:26 PM
State Traveler 2	12345678	8S8851	10/15/2014	11/14/2014			\$5.00		USD	Walnut Creek	CA	7FFW162	226345472	BATA - Bay Bridge	11/6/2014 2:48:52 PM
State Traveler 2	12345678	8S8851	10/15/2014	11/14/2014			\$5.00		USD	Walnut Creek	CA	7FFW162	226345557	BATA - Bay Bridge	11/10/2014 2:44:28 PM
State Traveler 2	12345678	8S8851	10/15/2014	11/14/2014			\$5.00		USD	Walnut Creek	CA	7FFW162	226345894	BATA - Bay Bridge	11/3/2014 2:37:29 PM
State Traveler 2	12345678	8S8851	10/15/2014	11/14/2014			\$5.00		USD	Walnut Creek	CA	7FFW162	226346495	BATA - Bay Bridge	11/18/2014 2:37:38 PM
State Traveler 2	12345678	8S8851	10/15/2014	11/14/2014			\$5.00		USD	Walnut Creek	CA	7FFW162	224931366	BATA - Bay Bridge	11/7/2014 1:44:44 PM
State Traveler 2	12345678	8S8851	10/15/2014	11/14/2014			\$5.00		USD	Walnut Creek	CA	7FFW162	224931658	BATA - Bay Bridge	10/30/2014 2:37:28 PM
State Traveler 2	12345678	8S8851	10/15/2014	11/14/2014			\$5.00		USD	Walnut Creek	CA	7FFW162	224932524	BATA - Bay Bridge	11/12/2014 2:38:44 PM
State Traveler 2	12345678	8S8851	10/15/2014	11/14/2014			\$5.00		USD	Walnut Creek	CA	7FFW162	224932600	BATA - Bay Bridge	10/29/2014 2:44:53 PM
State Traveler 2	12345678	8S8851	10/15/2014	11/14/2014			\$5.00		USD	Walnut Creek	CA	7FFW162	226345256	BATA - Bay Bridge	11/14/2014 1:42:32 PM
State Traveler 2	12345678	8S8851	10/15/2014	11/14/2014			\$5.00		USD	Walnut Creek	CA	7FFW162	226345415	BATA - Bay Bridge	11/4/2014 2:42:49 PM
				TOTAL	5	\$19.75	\$90.00	\$109.75	USD						
State Traveler 3	12345678	147759351	10/29/2014	11/28/2014			\$6.00		USD	SAN FRANCISCO	CA	7FWP045	224931384	BATA - Bay Bridge	11/7/2014 4:43:50 PM
				TOTAL	1	\$3.95	\$6.00	\$9.95	USD						
State Traveler 1	12345678	8VZXHB	11/11/2014	12/11/2014			\$5.00		USD	SAN FRANCISCO	CA	7HBF119	232325996	BATA - Carquinez Bridge	12/10/2014 8:16:49 AM
State Traveler 1	12345678	8VZXHB	11/11/2014	12/11/2014			\$6.00		USD	SAN FRANCISCO	CA	7HBF119	229132274	BATA - Bay Bridge	11/25/2014 4:26:39 PM
				TOTAL	2	7.90	\$11.00	\$18.90	USD						

Car Rental Best Practices

Example Toll Statement from Enterprise

Uber for Business

How Uber for Business Works

Background

- Statewide Travel Program partners with Uber (Uber for Business or U4B) to centralize rides and manage employee expenses through a direct bill (U.S. Bank).
- Travelers can assign business rides to the agency's U4B profile within the Uber mobile app at the time the ride is requested.
- Rides are visible to Travel Coordinators in the agency's online account/dashboard immediately.
- Rides are billed to the agency's U.S. Bank travel account at the end of each monthly billing cycle.

How Uber for Business Works

Lump sum of Uber for Business charges in U.S. Bank statement.

NEW ACTIVITY				
DGS U4B MTG [REDACTED]		CREDITS \$0.00	PURCHASES \$1,106.95	CASH ADV \$0.00
				TOTAL ACTIVITY \$1,106.95
Post Date	Tran Date	Reference Number	Transaction Description	Amount
06-09	06-09	24204295159002291159072	UBER *BUSINESS HELP.UBER. 800-5928998 CA	1,106.95

Itemized, point of sale Uber for Business charges in U.S. Bank statement.

NEW ACTIVITY				
GOVT UBER [REDACTED]		CREDITS \$0.00	PURCHASES \$41.54	CASH ADV \$0.00
				TOTAL ACTIVITY \$41.54
Post Date	Tran Date	Reference Number	Transaction Description	Amount
07-09	07-08	24036295189742229391465	UBER *TRIP HELP.UBER.COM CA	6.99
07-09	07-08	24036295189742239240983	UBER *TRIP HELP.UBER.COM CA	7.99
07-10	07-09	24036295190712349658405	UBER *TRIP HELP.UBER.COM CA	8.71
07-21	07-18	24036295199718601281498	UBER *TRIP HELP.UBER.COM CA	8.95
07-21	07-18	24036295199742618179651	UBER *TRIP HELP.UBER.COM CA	8.90

How Uber for Business Works

Why Direct-Bill U4B?

- Data Capture – U4B stores actionable, reportable data such as accounting codes and purpose of trip memos.
- Fraud Mitigation - Agencies must authorize access to direct-billing.
- Program Administration – Agencies have access to program administration, adding and deleting users, and enabling active program management.
- Traveler Convenience – Travelers can enjoy less out-of-pocket expenses, ride pickups within minutes, and an all-electronic process.

How Uber for Business Works

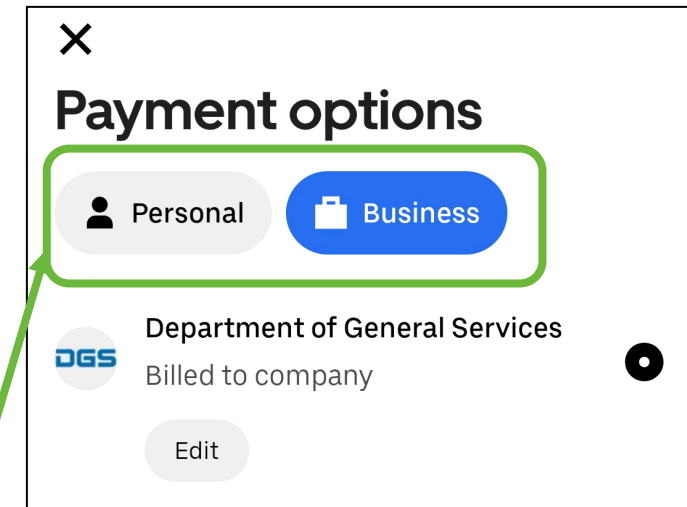
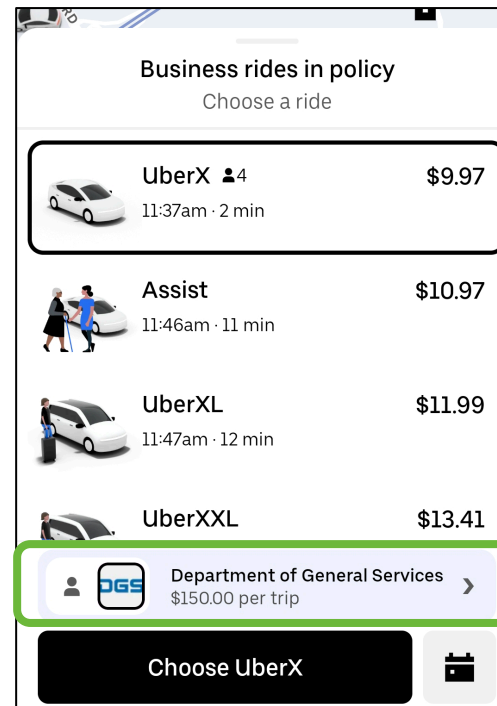
How To Add U4B For Your Agency

- Agency Travel Coordinator requests a U4B direct bill account by emailing StatewideTravelProgram@dgs.ca.gov, Attention: Uber for Business Administrator.
- U4B Administrator will coordinate set-up between the agency and the Uber Account Manager.
- If requested, U4B Administrator can assist with Travel Coordinator training and provide a booking demonstration.

How Uber for Business Works

How Travelers Use U4B

- Must have Uber mobile app with a personal account.
- Agency Travel Coordinator grants permission for traveler to access the direct bill account.
- Book a ride.
- Switch/select the agency's payment method.





- Confirm ride.

How Uber for Business Works

Tipping while Using Uber for Business

- Travelers may tip their Uber drivers.
- Tips must be paid out of pocket.
- Travelers should explore reimbursement after the fact with internal Travel Coordinators.
- Executive branch agencies, please see the CalHR online manual for tip guidance (Sections 2201 and 2203).

Ride paid for by department

Payments		
	Department of General Services 4/4/24 3:32 PM	\$45.86
	Visa ****9562 4/11/24 8:16 AM	\$6.87

Tip paid for by traveler

[Switch Payment Method](#)

[Download PDF](#)

How Uber for Business Works

Internal Controls

- Use the [Uber for Business Policy Template](#) from the [State Travel Policy Resources](#) page to create a U4B policy for your agency.
- Use the U4B dashboard to review rides, manage travelers, and customize the program to meet your agency's needs.
- Use the [Uber for Business Dashboard & Audit Guide](#) from the [State Travel Policy Resources](#) page to learn about the U4B dashboard and available data.

Enforcement and Compliance

- Set a spending cap, limit vehicle types and luxury rides, set time and location restrictions.
- Require expense codes and notes.
- Flag travelers that break policy, prevent new rides until reviews are completed.

Resources

CI Azumano

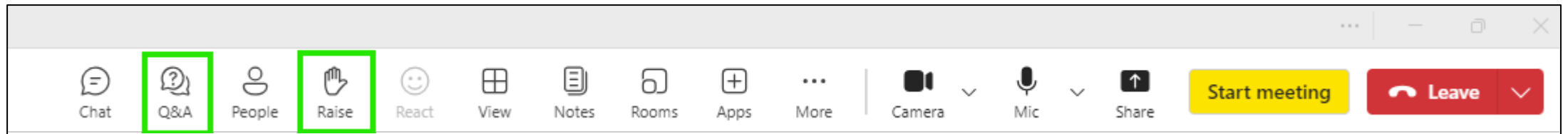
- [CI Azumano Website](#)
- [Concur Website](#)
- Call: **1 (877) 454-8785**
- Email: CalTravel@ciazumano.com

Statewide Travel Program

- Email: StatewideTravelProgram@dgs.ca.gov
- [Car Rental Resources page](#)
- [Rideshare and Ground Transportation Resources page](#)
- [Car Rentals 101](#)
- [Rideshare 101](#)
- [SAM 4117.2 Commercial Car Rentals](#) (applies to executive branch agencies only)
- [Uber for Business Policy Template](#)

Q&A

If you have a question, please type it in the Q&A or raise your hand and we will unmute you.



We will **not** be addressing questions that are unrelated to the topic of Car Rentals or Uber for Business.

As a reminder: the recording of this meeting, this PowerPoint, and the completed Q&A will be emailed by the end of next week.



5 Minutes Left

We will do our best to answer all questions within the time we have left. If we are unable to get to your question, we will send a response via the Q&A document.

Please complete this [feedback form](#) to help us plan future trainings.

[Subscribe to our Travel Updates](#)

THANK YOU!

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