

## CHAPTER 106

### RENTAL SERVICES

#### A. GENERAL

This chapter provides instructions and guidance for the selection of rental vehicles by individual travelers, Transportation Officers (TOs), or Travel Management Companies (TMCs) when authorized in travel orders or similar official documentation. Many rental companies have agreements with the Defense Travel Management Office (DTMO) that provide special rates. The car/truck rental agreement, list of approved vendors, and updates are available at the Internet address <http://www.defensetravel.dod.mil/site/rental.cfm>, by contacting the DTMO via e-mail at [dodhra.mc-alex.dtmo.mbx.rental-car-program@mail.mil](mailto:dodhra.mc-alex.dtmo.mbx.rental-car-program@mail.mil), or by phone at 571-372-1300. 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. 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, TMCs, 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 TMC, 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 rates include full liability and vehicle loss and damage insurance coverage for the traveler and the Government.

**NOTE:** Rental car use is limited to official purposes, including transportation to and from (65 Comp. Gen. 253 [1986]):

- Duty Sites
  - Lodgings
  - Dining facilities
  - Drugstores
  - Barber shops
  - Places of worship
  - Cleaning establishments
  - Similar places required for the traveler's subsistence, health, or comfort.
3. Justification. Travelers disregarding rental vehicle arrangements made by a TO or TMC may be required to provide justification for additional rental vehicle cost before reimbursement is allowed.
  4. Jurisdiction. DTMO administers the United States (U.S.) Government Car/Truck Rental Agreement. Only DTMO 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 when reservations are made through DTS or the TMC. If calling or walking up to the counter to make reservations, the traveler must ensure a Government Administrative Rate Supplement (GARS) (see Paragraph C.1.c) is displayed on the rental contract.
  - b. Names of companies participating in the rental car/truck program, current maximum rates offered, and terms and conditions of the U.S. Government Car Rental Agreement are published on the DTMO website at <http://www.defensetravel.dod.mil/site/rental.cfm>.
  - c. 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 Joint Travel Regulation (JTR) See paragraph 020209, Rental Vehicle. Travelers must review their rental contracts to ensure GARS is listed to validate a government rate has been reserved.
2. Credit Cards: Payment for vehicle rental services must be made with an individually issued Government Travel Charge Card (GTCC), a unit card, a personal credit card (only if the traveler has not been issued a GTCC), or cash. Government Transportation Requests must not be used to pay for rental vehicles.
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. When a traveler uses his or her 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. Precharging charge cards with the estimated amount of the rental and making adjustments when the vehicle is returned is strictly prohibited. Rental car companies may request an authorization on the credit or charge card of record to ensure the credit or charge card is active and will allow for the appropriate funding of rental car expenses. 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 in accordance with (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 one of the exceptions named in the U.S. Government Car Rental Agreement, Section 18b.

**NOTE:** To obtain insurance coverage at no additional cost, the Government rate must be used and the \$5 a day GARS must be on the rental car receipt.
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 one of the exceptions named in Section 18b of the U.S. Government Rental Car Agreement, 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 JTR paragraph 020209 Rental Vehicle.

#### **E. OPERATOR PERMIT**

Travelers authorized to rent vehicles are required to possess a valid state or District of Columbia automobile driver permit or license, except for instances when a driver license issued to a military member is expired. In many states, the driver license issued to military personnel does not expire during the entire time the individual remains in active duty military service, and such licenses will be accepted regardless of the date of issuance or stated expiration if otherwise valid (i.e., not suspended or revoked for cause). For driver licenses subject to such state laws, the rental company has the right to ask for a valid military identification card if an apparently expired driver license is presented. An international driver license in conjunction with an unexpired driver license issued by a U.S. state or the District of Columbia 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 loaded into the Rental Vehicle Assistance Tool (RVAT) at <https://www.defensetravel.dod.mil/rental> for DTMO review and/or for final resolution, IAW regulations of the military Services.

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