Dear Travel Customers,

Recognizing that travel arrangements are restricted, but there is some usage of the state rental car contract, the following are some helpful hints from the Avis Budget Group (ABG) user reference guide:

- At the time of rental for USF business, the state contract number should be supplied to ensure applicable pricing, insurance and state tax exemptions.
  - Avis Worldwide Discount (AWD) A113400
  - Budget Corporate Discount (BCD) T417600

- At the time of return, renters must ensure:
  - the receipt reflects the contracted rates as shown on the price sheet
  - the vehicle contains a full tank of gas
  - the receipt reflects a zero balance due and if taxes are included on a tax-exempt rental, they request a corrected receipt

- There is no option for overnight parking to leave personal vehicles at non-airport rental locations.

- Rental insurance coverage is included in the state contract for USF business use rentals. Additional coverages should not be selected and will be considered a personal expense.

- In accordance with section 287.056, Florida Statutes, state agencies are required to purchase commodities and contractual services from state term contracts procured by the Department of Management Services (DMS).
  - Please provide supporting documentation for using an alternative economical selection, in the event no vehicle is available through ABG or if an ABG satellite rental location isn’t within reasonable distance.
  - DMS has requested feedback on need for additional satellite locations. If you are a frequent renter and no satellite locations are within reasonable proximity, please consider emailing this information to the Contract Administrator.

- If a vehicle is reserved in advance and the reserved car class isn’t available at the time of pick-up, ABG will provide an upgraded vehicle at no additional charge. If a vehicle is reserved in advance and no vehicle is available at the time of pick-up, please contact Cyd Metcalfe, DMS Contract Administrator, at Cynthia.metcalfe@dms.fl.gov or 850-414-6741.

UCO Travel and Accounts Payable
News and Announcements
University of South Florida
• Questions or assistance with receipt corrections, vehicle availability or Electronic/Central Billing, please contact ABG Account Services Rep Raylene Clegg at floridahelp@avisbudget.com or 800-525-7521. Please copy the DMS Contract Administrator on all communications with the representative.

• In the event of a breakdown, please call Avis Budget Roadside Assistance 800-354-2847.

• In the event of an accident:
  o business use renters should provide responding law enforcement with the ABG self-insurance certificate located in the glovebox
  o call ABG roadside assistance if needed
  o contact ABG to provide vital accident information and should reasonably cooperate with ABG in the investigation of claims.

As a reminder, from a prior related Travel Listserv:

➢ When booking online with Avis, do not click on ‘Lock in your price now’ option. Doing so will result in a prepayment of the rental. If the reservation is made in advance using the state contract rate, you are guaranteed that price at pickup, regardless of demand.

➢ When booking online with Budget, do not check the box 'Use your credit card to pay now and secure your vehicle. Doing so will result in a prepayment of the rental. If a prepaid rental is cancelled, you will be charged a cancellation fee. Rentals using the state contract that are not prepaid are not subject to a cancellation fee.

Following the guidance above, will help prevent rental issues.

Complete information on the Avis/Budget Group Rental Car Contract and User Reference Guide are available on the Travel website

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News and Announcements
University of South Florida