

University of Winnipeg - Vehicle Rental Best Practices

Preferred car rental company:

Enterprise Rent-A Car/National Car Rental

Booking Best Practices

- Local Rentals are best serviced by Enterprise Rent-a-Car
- Airport Rentals may utilize either Enterprise or National
- Direct billing available for rentals with both Enterprise and National brands
 - Contact Purchasing Services for the University's secure billing number

For Local Winnipeg Bookings (made by U of W employee)

- Call Enterprise to get a quote/make a reservation
- Email Purchasing with the reservation number, pick-up & return dates, and your department account number
- Purchasing will assign a Reference number (UWxxxx) and email this to the branch to tie to the reservation

Out of Winnipeg Bookings/After Hours Bookings

- Online:
 - a. University of Winnipeg Specific Enterprise Rent-A-Car website:
[U of W - Enterprise Weblink](#)
 - b. University of Winnipeg Specific National Car Rental website:
[U of W - National Weblink](#)
- Phone:
 - a. Enterprise Rent-A-Car Business Rental Reservation Line 1-800-593-0505
Quote Account # XVC6100
 - b. National Car Rental Reservation Line 1-800-227-7368
Quote Corporate ID# XVC6100

Rental Car Pick-up/Return

- A complete walk-around **must** be performed with an Enterprise representative and any pre-existing damage noted on the rental agreement and initialed at the time of the pick-up.
- Wherever possible, vehicles must be returned during Enterprise business hours and a complete walk-around performed with an Enterprise representative with any damage noted on the rental agreement. If there is damage, see Damage Claims below for next steps.
- If the vehicle cannot be returned within normal business hours, please note that until Enterprise arrives the next morning to check it in, the vehicle is still considered to be in the possession of the University of Winnipeg. ***If any damage occurs between after-hours drop off and the time the vehicle is checked in the following morning, the university is responsible for any and all damage.*** Therefore, it is recommended that every effort is made to return vehicles during business hours, even if it may mean retaining the vehicle for an extra day rental.

Damage Claims

The University of Winnipeg has a Rental Car Insurance Policy through Manitoba Public Insurance (SRE Branch) that covers faculty, staff, students or volunteers (with a valid driver's license) of the University of Winnipeg when renting vehicles in Canada & the United States while on University business. The rental vehicle **MUST** be registered under the name of the University of Winnipeg.

If an accident or damage occurs while driving or identified upon the return of a vehicle rented by the University (in Canada or the United States), please complete the following:

- 1) Contact the rental company and let them know of the accident. They will create an incident report. Please take photos of the damage if possible.
- 2) Contact Manitoba Public Insurance (MPI);
If the rental vehicle has a Manitoba license plate, call MPI at 204-985-7877 (local) or 1-866-207-7555 (toll free) Monday to Friday 7:30am to 7pm; Saturday 8:30am to 4pm; Sunday-Closed. If the call is made after hours it will be redirected to the appropriate area.

MPI will require the following information:

- UW rental vehicle insurance policy number – AN2000025516
 - Plate number of the rental car and applicable province/state
 - Vehicle information (year/make/model/color)
 - Your driver's license information (number, etc)
 - When, where and how the accident/damage occurred
 - Who were the passengers in the vehicle at the time of the accident/damage
 - Any injuries
 - Drivers information of the other driver (if applicable)
 - Plate information of the other driver (if applicable)
 - Copy of the rental agreement
 - Copy of the incident report filed with the rental company
- 3) Send an email to the Manager of Insurance and Capital Accounting (contact information below) and include: the MPI claim number (include MPI adjuster contact information), Enterprises' Incident report claim number and a brief description of the incident, including the date, time and location. As well send any photos of the damage you may have.

Ruth Damphouse | E: r.damphouse@uwinnipeg.ca | P: 204-786-9013

Note: Our deductible is \$200. The rental company will invoice us for the deductible and any down time incurred by the vehicle so please feel free to give them Ruth Damphouse's contact information so that they can forward the invoice on to Financial Services directly.

- 4) If damage has occurred to a vehicle that you are not aware of (ie occurred after hours after vehicle is dropped off) and you receive a phone call or letter from the rental company reporting damage, **immediately** report the incident to Purchasing Services and provide them with a copy of the letter. They will advise as to next steps.

Purchasing Services | E: purchasing@uwinnipeg.ca | P: 204-786-9175