Enterprise Rental Reservations

**Authorized Renters:** Authorization to use the ODU account for renting vehicles is extended to student, faculty, and/or staff that are renting the vehicle for purposes of conducting official University business.

**Reservations:**

a. Local reservations can be made online or in person at the 912 W. Little Creek Road location.

b. Non-Local reservation can be made online.

c. **Online Reservations:** Access the Enterprise Website at [www.enterprise.com](http://www.enterprise.com). Follow the steps starting on Page 2 of this guide.

**Payment Method Options:** ODU PCard or Personal Credit Card. For reservations not arranged through the Little Creek office, the renter name must match the name on the card used for payment.

ODU PCard is only authorized for car rental time and distance fees, airport fees, and allowable cashless tolls only. Cardholders and Approvers are responsible for recovering fuel, additional insurance, parking fees, GPS and any other unauthorized charges.

*Credit card payments must be made in person. Credit cards are not taken as a payment option over the phone or online.*

**Rental Reservations:** Enterprise will pick up the ODU student, faculty and/or staff, and bring them to the local branch to pick up the rental vehicle.

**Rental Returns:** The ODU student, faculty and/or staff can return the rental vehicle to any local branch. *If returning to the Little Creek location, an Enterprise staff member will bring the ODU student, faculty and/or staff back to campus.*

**After Hour Rental Return:** Vehicles returned after hours (weekends and evenings) can be dropped off at any local branch, using the Enterprise drop box.

**Tolls:** Alert Enterprise staff when reserving or picking up the rental if you know you will go through tolls. This will decrease the administrative fee charged.

**Additional Insurance:** Authorized renters should not accept additional insurance if offered. The daily rate includes all required insurance.

**Fuel:** Vehicles must be refueled by the renter before being returned. Fuel, parking, and other fees are personal business expenses to be paid by the renter and then reimbursed.

**Step-by-Step Guide for**

**Online Reservations Starts on Page 2**
START A RESERVATION:

1. Enter Norfolk in the Location field.
2. Select the Pick-Up and Return Dates.
3. Enter the Account Number.
4. Click on Check Availability.

CHOOSE AN ENTERPRISE LOCATION:

1. Select the 912 W Little Creek Rd location. There are 2 locations on Little Creek, make sure you select the correct Little Creek location.
CHOOSE A VEHICLE CLASS: You may need to scroll to find the appropriate vehicle size you need.

1. Click on Select next to the vehicle class

ADD EXTRAS:

1. Click Continue to Review.

REVIEW & RESERVE:

1. Enter Contact Details and review the Rental Details.
2. Confirms the Trip Purpose – If the traveler is traveling on behalf of ODU, select Yes.
4. Additional Details – Enter “PCard”

5. Select, Reserve Now