



DefenseTravel

Management Office

U.S. GOVERNMENT RENTAL CAR PROGRAM AGREEMENT #5

Communication Toolkit

March 2024



About

U.S. Rental Car Agreement #5 takes effect April 1, 2024

- This toolkit provides Government Travel Managers with materials to help communicate the essential program changes and benefits to their travelers and leadership

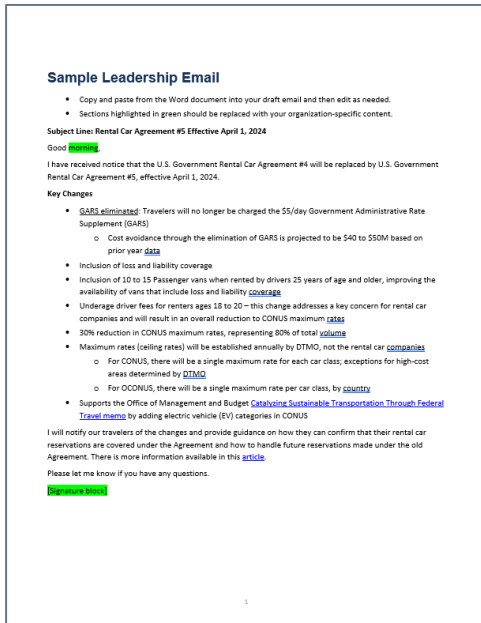
Materials available in this toolkit:

- Sample email copy for your leadership team and for your travelers
- Sample newsletter article for your organization intranet site or for an organization newsletter
- Sample PowerPoint slides for a town hall or brown bag session
- U.S. Rental Car Program fact sheet

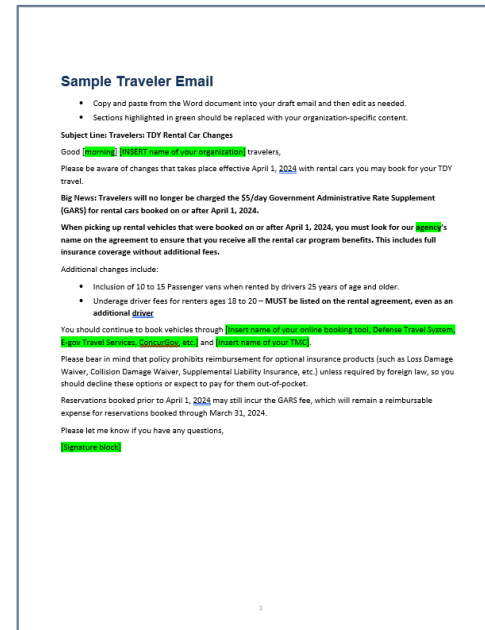
Sample Emails

Editable emails for your leadership team and travelers

- Leadership email highlights the changes and benefits to the organization
- Travelers email explains how the program changes affect them and highlights the benefits of the program



Leadership Email (Word)



Traveler Email (Word)

- Copy and paste from the Word document and then edit as you like
- Sections highlighted in green should be replaced with your organization-specific content

Newsletter Article

Editable short article directed toward travelers

- Program changes and benefits
- Copy and paste from the Word document and then edit as you like
- Sections highlighted in green should be replaced with your organization-specific content

Sample newsletter article copy for Travel Managers

- Copy and paste from the Word document into your draft newsletter and then edit as needed.
- Sections highlighted in green should be replaced with your organization-specific content.

Headline: TDY Rental Car Changes Effective April 1, 2024

Big News: GARS is being eliminated.

TDY rental cars reserved on and after April 1, 2024 will no longer incorporate the \$5 per day Government Administrative Rate Supplement (GARS). This is in conjunction with a new U.S. Government Rental Car Agreement.

When picking up rental vehicles booked on or after April 1, 2024, travelers must look for our agency's name on the agreement to ensure their reservation receives the Government contracted benefits, including full insurance coverage.

Travelers can expect all the same benefits of the previous agreement along with new benefits, including:

- No fee for Collision Damage Waiver (CDW) and Loss Damage Waiver (LDW)
- No fee for loss and liability coverage
- If size/class of vehicle reserved is not available, rental company must offer a vehicle of equal or greater car class at no additional cost
- Unlimited mileage (except for one-way rentals)
- No underage driver fee for travelers 21 or older
- No fee for additional authorized drivers
- No blackout or minimum rental periods

In addition to the elimination of GARS, additional changes include:

- Inclusion of 10 to 15 Passenger vans when rented by drivers 25 years of age and older.
- Underage driver fees for renters ages 18 to 20 – these drivers MUST be listed on the rental agreement, even as an additional driver
- Addition of electric vehicle (EV) categories in CONUS

Travelers should continue to book vehicles under the U.S. Government Rental Car Agreement through [insert the name of your booking tool, Defense Travel System, E-gov Travel Services, ConcurGov, etc.](#) and [insert the name of your TMO.](#)

Travelers must bear in mind that policy prohibits reimbursement for optional insurance products (such as Loss Damage Waiver, Collision Damage Waiver, Supplemental Liability Insurance, etc.) unless required by foreign law, so decline these options or expect to pay out-of-pocket.

Reservations booked prior to April 1, 2024 may still incur the GARS fee, which will remain a reimbursable expense for reservations booked through March 31, 2024.

Document Sample Newsletter Article (Word)

Briefing Slides

Editable PowerPoint slides

- Slides for Town Hall overview
- Longer briefing for brown bag training
- Copy these slides into your organization template using the “use destination theme” paste option

Program Benefits

- No fee for Collision Damage Waiver (CDW) and Loss Damage Waiver (LDW)
- No additional fee for liability coverage
 - Do not accept any optional/additional coverage – it is not reimbursable
- If size/class of vehicle reserved is not available, rental car company must offer a vehicle of equal or greater car class at no additional cost
- Unlimited mileage (except for one-way rentals)
- No underage driver fee for travelers 21 or older
- No fee for additional authorized drivers (**additional drivers age 18-20 MUST be listed on the rental contract**)
- No blackout or minimum rental periods



Town Hall Slides (PowerPoint)

U.S. Government Rental Car Vendors

- Avis/Budget Group – Avis, Budget, and Payless
- Enterprise Holdings – Enterprise, Alamo, and National
- Hertz Global Holdings – Hertz, Dollar, and Thrifty
- Ace
- Europcar
- Fox
- [NextCar](#)
- Nissan Car Rental (Guam)
- Routes
- [Sixt](#)

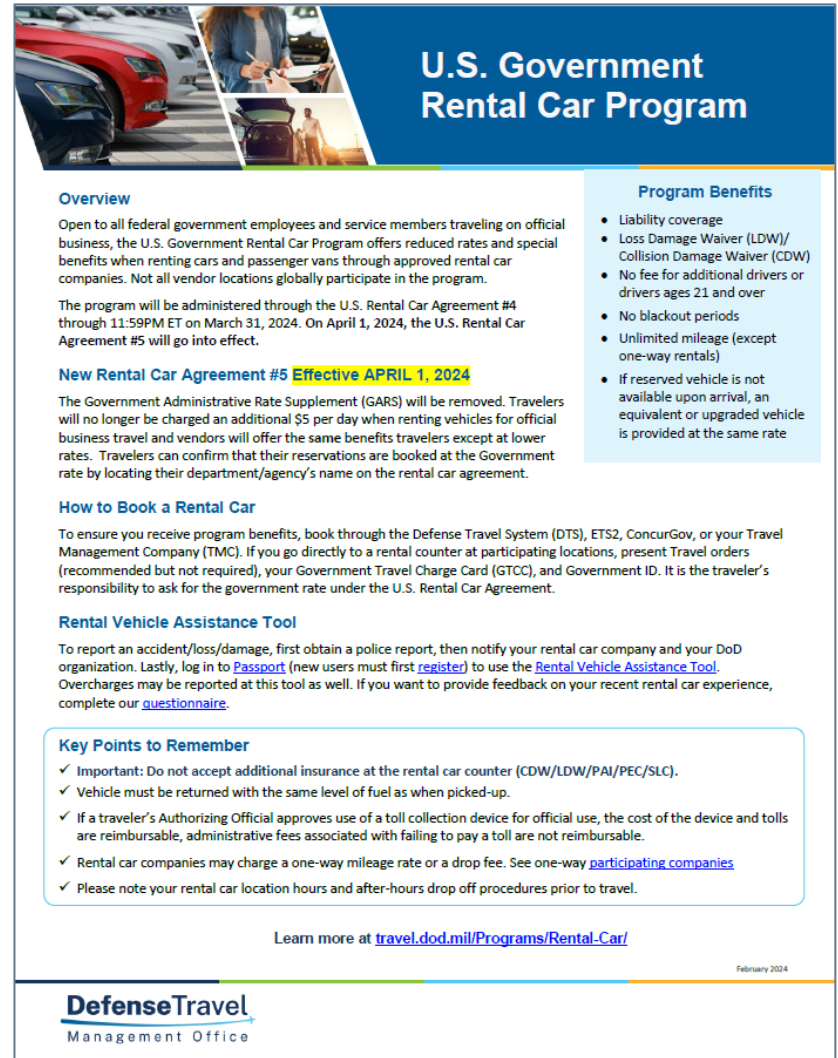


Brown Bag Slides (PowerPoint)

Fact Sheet

U.S. Rental Car Program Fact Sheet

- Overview of the U.S. Rental Car Program, including the change to Rental Car Agreement #5



The graphic features a blue header with the title "U.S. Government Rental Car Program" in white. Below the header is a collage of images: a red car, a person at a desk, and a person in a car. The main content area is white with blue and yellow accents. It includes sections for Overview, Program Benefits, New Rental Car Agreement #5, How to Book a Rental Car, Rental Vehicle Assistance Tool, and Key Points to Remember. A link to learn more is provided at the bottom, along with the Defense Travel Management Office logo and the date February 2024.

U.S. Government Rental Car Program

Overview

Open to all federal government employees and service members traveling on official business, the U.S. Government Rental Car Program offers reduced rates and special benefits when renting cars and passenger vans through approved rental car companies. Not all vendor locations globally participate in the program.

The program will be administered through the U.S. Rental Car Agreement #4 through 11:59PM ET on March 31, 2024. On April 1, 2024, the U.S. Rental Car Agreement #5 will go into effect.

New Rental Car Agreement #5 Effective APRIL 1, 2024

The Government Administrative Rate Supplement (GARS) will be removed. Travelers will no longer be charged an additional \$5 per day when renting vehicles for official business travel and vendors will offer the same benefits travelers except at lower rates. Travelers can confirm that their reservations are booked at the Government rate by locating their department/agency's name on the rental car agreement.

Program Benefits

- Liability coverage
- Loss Damage Waiver (LDW)/ Collision Damage Waiver (CDW)
- No fee for additional drivers or drivers ages 21 and over
- No blackout periods
- Unlimited mileage (except one-way rentals)
- If reserved vehicle is not available upon arrival, an equivalent or upgraded vehicle is provided at the same rate

How to Book a Rental Car

To ensure you receive program benefits, book through the Defense Travel System (DTS), ETS2, ConcurGov, or your Travel Management Company (TMC). If you go directly to a rental counter at participating locations, present Travel orders (recommended but not required), your Government Travel Charge Card (GTCC), and Government ID. It is the traveler's responsibility to ask for the government rate under the U.S. Rental Car Agreement.

Rental Vehicle Assistance Tool

To report an accident/loss/damage, first obtain a police report, then notify your rental car company and your DoD organization. Lastly, log in to [Passport](#) (new users must first [register](#)) to use the [Rental Vehicle Assistance Tool](#). Overcharges may be reported at this tool as well. If you want to provide feedback on your recent rental car experience, complete our [questionnaire](#).

Key Points to Remember

- ✓ Important: Do not accept additional insurance at the rental car counter (CDW/LDW/PAI/PEC/SLC).
- ✓ Vehicle must be returned with the same level of fuel as when picked-up.
- ✓ If a traveler's Authorizing Official approves use of a toll collection device for official use, the cost of the device and tolls are reimbursable, administrative fees associated with failing to pay a toll are not reimbursable.
- ✓ Rental car companies may charge a one-way mileage rate or a drop fee. See one-way [participating companies](#)
- ✓ Please note your rental car location hours and after-hours drop off procedures prior to travel.

Learn more at travel.dod.mil/Programs/Rental-Car/

February 2024

DefenseTravel
Management Office

Program Fact Sheet (PDF)

URLs

If you can't access the links in this document, use these URLs to key into your browser:

Leadership email: https://media.defense.gov/2024/Mar/13/2003412306/-1/-1/0/LEADERSHIP_EMAIL_RENTAL_AGREEMENT_5.DOCX

Traveler email: https://media.defense.gov/2024/Mar/13/2003412300/-1/-1/0/TRAVELER_EMAIL_RENTAL_AGREEMENT_5.DOCX

Newsletter Article: https://media.defense.gov/2024/Mar/13/2003412305/-1/-1/0/NEWSLETTER_COPY_RENTAL_AGREEMENT_5.DOCX

Town Hall PPT slides: https://media.defense.gov/2024/Mar/13/2003412303/-1/-1/0/TOWN_HALL_SLIDES_RENTAL_AGREEMENT_5.PPTX

Brown Bag PPT slides: https://media.defense.gov/2024/Mar/13/2003412309/-1/-1/0/BROWN_BAG_SLIDES_RENTAL_AGREEMENT_5.PPTX

Fact Sheet: https://media.defense.gov/2024/Mar/11/2003410539/-1/-1/0/US_GOV_RENTAL_CAR_PROGRAM_FACTSHEET.PDF

For more information, email: dodhra.mc-alex.dtmo.mbx.rental-car-program@mail.mil