

Enterprise Car Rental Process – Job Aid

Committee for Public Counsel Services

Finance



Table of Contents

Before You Begin – Important Information	2
Reserving Your Enterprise Rental Car	3
Modifying/Canceling a Reservation	9
Submitting Your Car Rental Documentation to Finance	10

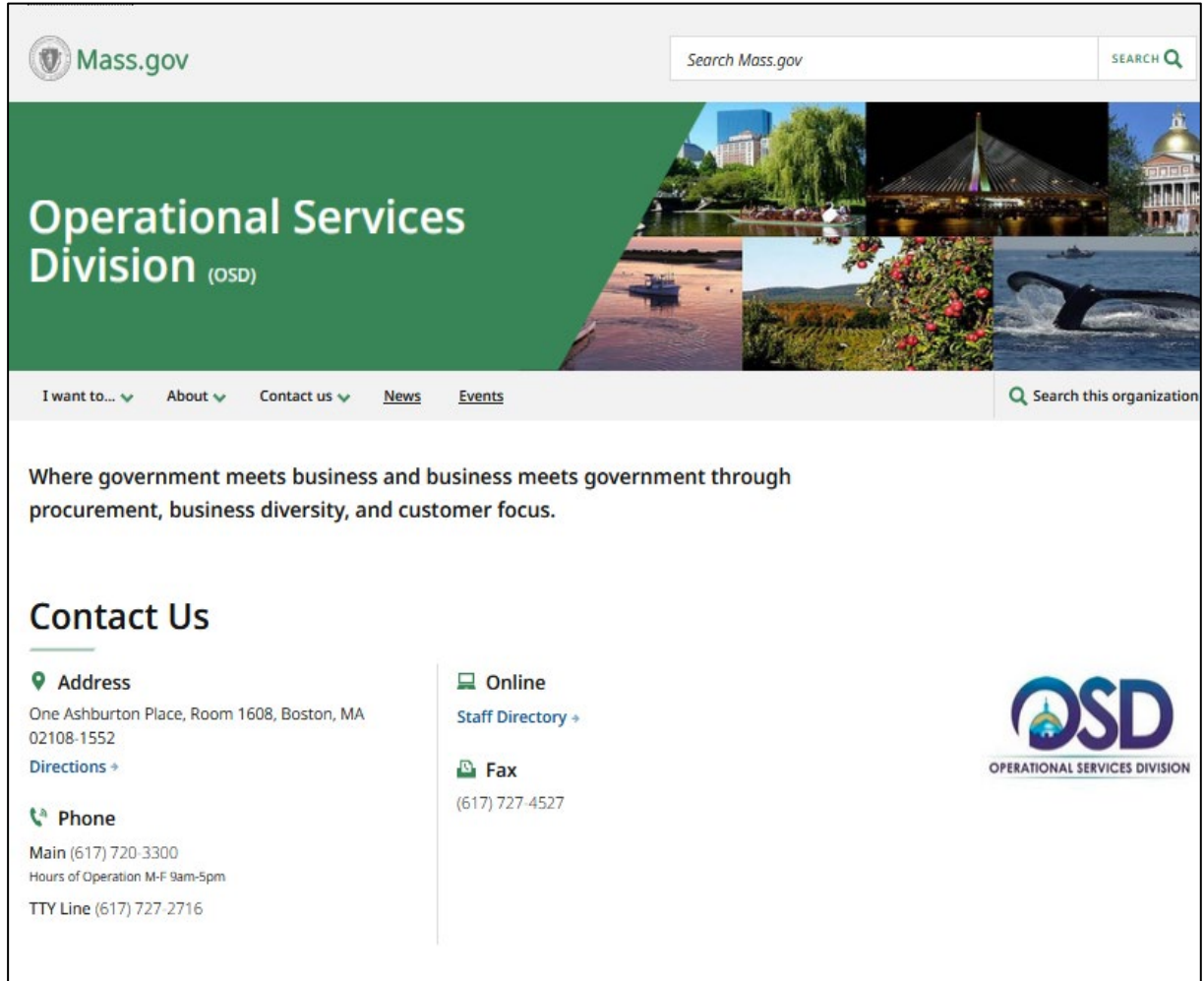
Before You Begin – Important Information

- You will need **prior approval before** you can rent a vehicle for direct billing to CPCS. Please complete the [Enterprise Car Rental – Approval Form](#).
- You will need to seek **prior approval** for Out of State travel. Please see your Supervisor/Manager for the appropriate form.
- Rental car coverage is predetermined by the Commonwealth; therefore you do not have to select any coverage options or insurance when picking up your rental.
 - You do not have to charge or supply your credit card. The billing information is charged to the Commonwealth's account.
 - You do not have to refill the gas tank upon returning the vehicle.
- Unless you are approved for a different vehicle class by your Division Head, the **Compact** vehicle class should be selected for all car rentals.
- The driver will need to present a valid driver's license when picking up the vehicle.
- If you have any additional questions regarding the car rental process, please email travel@publiccounsel.net.

Reserving Your Enterprise Rental Car

1. Navigate to Commonwealth of Massachusetts Operational Services Division homepage:

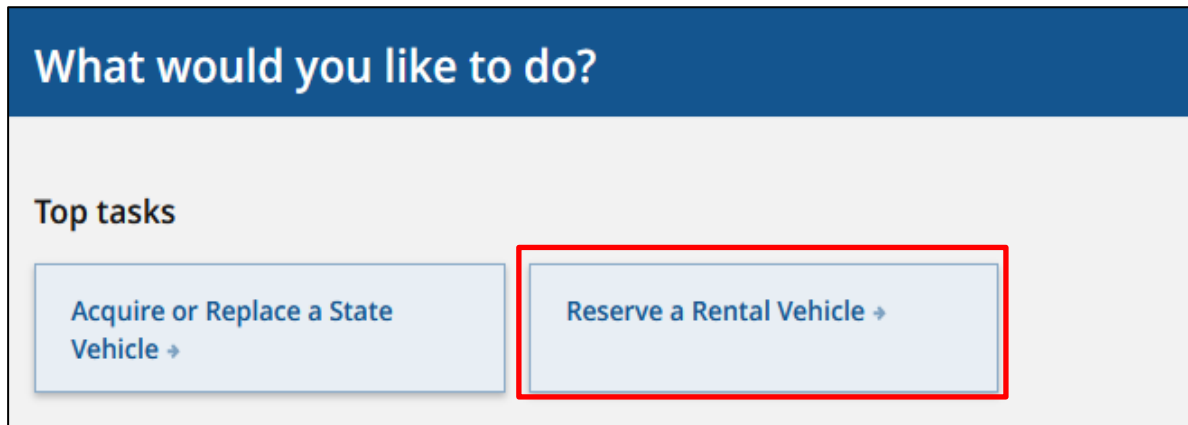
www.mass.gov/osd.



2. Scroll down to "More actions and services" section. Click on "Office of Vehicle Management."



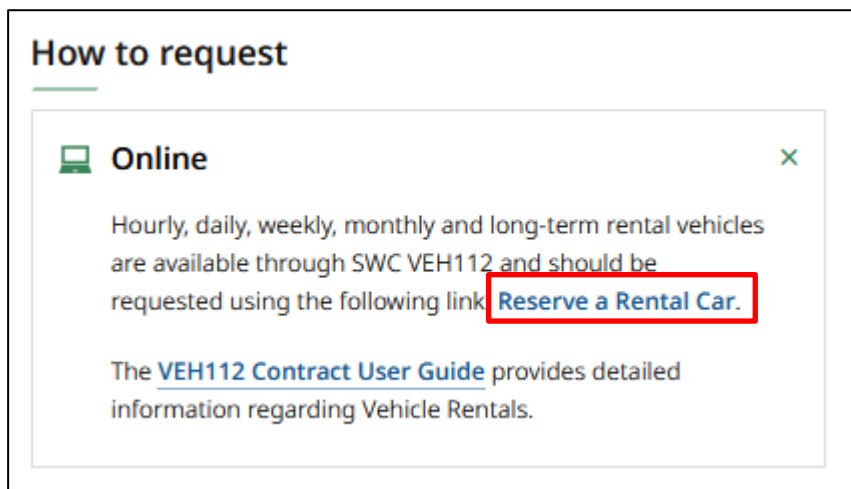
- Under “What would you like to do?” click on “Reserve a Rental Vehicle.”



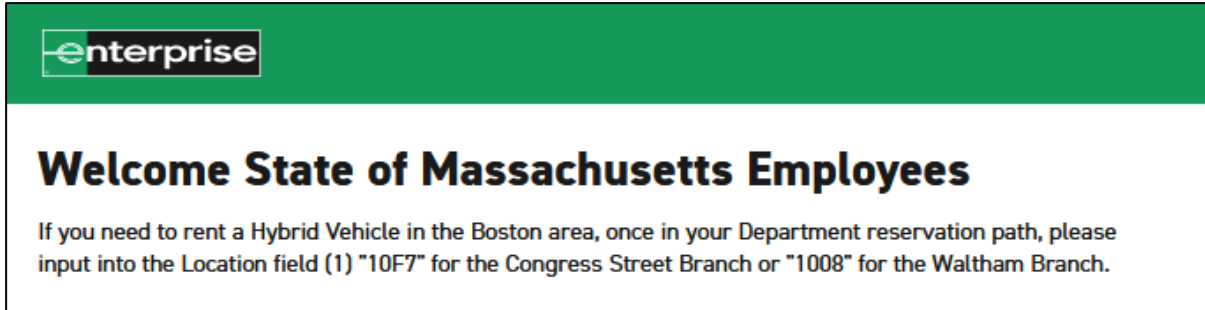
- Under “How to request” section, click on the + icon.



- Click on the “Reserve a Rental Car” link in the body of the paragraph.



6. It will bring you to the Enterprise “Welcome State of Massachusetts Employees” main page where it will list the state agencies. Scroll down the list to locate “CPC Committee for Public Counsel Services (STMA025).” Click the “CPC Committee for Public Counsel Services (STMA025)” link.



7. Enter the details for the Pick Up & Return Location, Pick Up Date & Time, Return Date & Time, Renter Age, and the Vehicle Class. Select the “Browse Vehicles” button after entering the details for each section.

The screenshot displays the 'Reserve a Vehicle' form on the Enterprise website. The form includes several sections: 'Pick-up & Return Location (ZIP, City or Airport)*' with a dropdown menu showing 'Boston Logan International Airport'; a checkbox for 'Return to a different location'; 'Pick-up*' and 'Return*' sections with date and time pickers (e.g., 22 Aug 2023, 12:00 PM); a 'Renter Age Policy*' dropdown set to '25+'; a 'Corporate Account Number' field with 'CPC-COMM FOR PUB. COUNSEL SERV'; a 'Vehicle Class' dropdown set to 'Vehicles (1)'; and a checkbox for 'I'm booking on behalf of someone else'. A green 'Browse Vehicles' button is located at the bottom right of the form and is highlighted with a red rectangular box.

8. It will then have you choose a vehicle.

Note: You can only select “Compact” for the “Vehicle Class,” unless you receive prior approval to select an alternate vehicle class from your Division Head. Select “Compact” Section.

The screenshot shows the Enterprise website's vehicle selection interface. At the top, there's a navigation bar with 'enterprise' logo and a tab 'CPC-COMM FOR PUB. COUNSEL SERV'. Below this, a progress bar shows four steps: 'RENTAL DETAILS' (completed), 'PICK-UP & RETURN' (completed), 'VEHICLE Select' (current step), and 'EXTRAS'. The main heading is 'Choose a Vehicle Class' with '48 Results'. A 'SORT BY' dropdown is set to 'Featured'. On the left, there are filters for 'MILEAGE' (Unlimited Mileage for \$77, Limited Mileage for \$0) and 'VEHICLE TYPE' (Cars for \$77). The 'Best Match' section features a 'Compact' vehicle class (Nissan Versa or similar) with details: Automatic, 5 People, 2 Bags. The price is shown as \$47.00 per day and \$76.43 total. A red box highlights the 'Select' button.

9. After reviewing the Extra section, select “Continue to Review.”

The screenshot shows the 'Extras' section of the Enterprise website. It lists various protection products and equipment options. The 'Damage Waiver' is included with the reservation. Other options include 'Sirius XM' (\$5.99/day), 'Greenhouse Gas Emissions Offset' (\$1.25/rental), 'Child Safety Seat' (\$10.99/day), and 'GPS' (\$15.99/day). Each option has a 'Details' link and an 'Add' button. A red box highlights the 'Continue to Review' button at the bottom right.

10. Review the “Rental Details” and remaining summary sections of the “Review & Reserve” Sections. Complete the “Contact Detail” Section.

Contact Details

First Name*

Last Name*

Phone Number*

+1

Email Address*

name@domain.com

Would you like to receive SMS notifications from Enterprise about this rental?

☒ Yes, I would like to receive text messages about this rental to the phone number on this reservation

☐ No

By selecting “Yes” above, message and data rates may apply. Message frequency varies and depends on the activity of your reservation. You can opt out by responding STOP at any time. For more information, please review our [Privacy Policy](#) and [SMS Terms](#). If you choose not to receive text messages, we will give you a courtesy reminder call 1-2 days prior to your reservation.

11. Please confirm that this trip is on behalf of CPCS by clicking “Yes” in the “Confirm Trip Purpose” Section.

Confirm Trip Purpose

Your account is associated with CPC-COMM FOR PUB. COUNSEL SERV. Are you traveling on behalf of CPC-COMM FOR PUB. COUNSEL SERV for this rental?

☒ Yes

☐ No

12. **Please note before clicking “Yes” in the Billing section,** you must certify that you are authorized to bill CPCS for your vehicle rental; therefore prior approval from your Supervisor / Manager / Division Head is required **before** you can reserve the vehicle. Please make sure you have completed the [Enterprise Car Rental - Approval Form](#). Enter our billing number - **851404**.

Billing

I am authorized for billing privileges and am choosing to bill **CPC-COMM FOR PUB. COUNSEL SERV** for this rental.

☒ Yes

Please provide a billing number.

☒ Enter Billing Number

851404

☐ No

13. If applicable, enter your flight information under the “Flight Details” Section.

Flight Details

Optional - providing your flight information will help us keep your car ready upon arrival

Airline Name

Please select an airline

Flight Number (Optional)

[I don't have a flight](#)

[My airline isn't listed](#)

14. Once you are satisfied with your Car Rental details, select the “**Reserve Now**” button. Print your confirmation page for your records.

Complete Your Booking

\$76.43 will be billed to CPC-COMM FOR PUB. COUNSEL SERV.

Reserve Now

Modifying/Canceling a Reservation

1. If you need to cancel or modify an existing reservation or print your confirmation receipt, you can click on the link “View / Modify / Cancel Reservation” at top left next to “Reserve a Vehicle.”

Reserve a Vehicle or [View / Modify / Cancel Reservation](#)

Pick-up & Return Location (ZIP, City or Airport)* * Required Field

Provide a Location

☐ Return to a different location ⓘ

Pick-up* **Return*** **Renter Age***

22 Aug 2023 12:00 PM → 23 Aug 2023 12:00 PM 25+

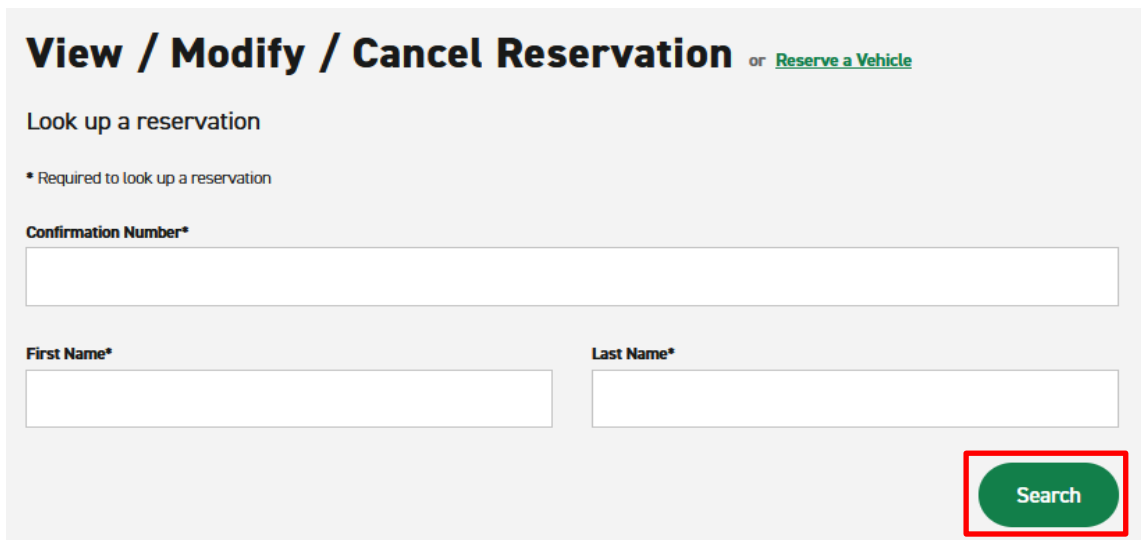
Corporate Account Number ⓘ **Vehicle Class** ⓘ

CPC-COMM FOR PUB. COUNSEL SERV × All Vehicles

☐ I'm booking on behalf of someone else

Browse Vehicles

2. Enter your confirmation number, first and last name, then click on “Search.”



The screenshot shows a web form titled "View / Modify / Cancel Reservation" with a link "or [Reserve a Vehicle](#)". Below the title is the instruction "Look up a reservation" and a note "* Required to look up a reservation". The form contains three input fields: a single line for "Confirmation Number*", and two side-by-side lines for "First Name*" and "Last Name*". A green "Search" button is located at the bottom right, highlighted with a red rectangular border.

Submitting Your Car Rental Documentation to Finance

1. Scan and email the [Enterprise Car Rental – Approval Form](#) along with the car rental receipt received when you return the vehicle to invoices@publiccounsel.net.