

VEHICLE RENTAL FREQUENTLY ASKED QUESTIONS

1. Can I reserve the rental car through my travel agency or must I contract the rental company directly?

The traveler can choose whether they would like the State's contracted travel agency to make these arrangements or if they would like to handle these arrangements directly with the rental car company. Remember, the State of Louisiana has a mandatory contract for all vehicle rentals used for in-state travel.

2. How do I know that I am getting the State of Louisiana contract rate when reserving directly with the rental company?

All quoted rates should be verified from either the current travel guide which list both in-state and out-of-state pricing, or on the State Travel Office's website which is www.doa.louisiana.gov/osp/Travel/TravelOffice.htm. You may also verify the in-state vehicle rental terms and conditions on the website mentioned above.

3. Will the rental company pick me up from my home or office?

The State of Louisiana's contract with the mandated in-state vehicle rental vendor does require pick-ups and drop-offs. Please see the in-state vehicle rental terms and conditions, listed on our website at: www.doa.louisiana.gov/osp/Travel/TravelOffice.htm for specific details.

4. I rented a vehicle and had an accident, what do I need to do?

In case of an accident, the traveler should notify the police and/or medical response if needed. After the police have arrived and filed an accident report, the traveler will contact the rental location as soon as possible and complete an accident report form, if necessary. Traveler will notify the contractor of the time, place and nature of the accident or damage, the names and addresses of parties involved persons injured, witnesses, owners of property damage, the place at which contractor may examine the vehicle and such other information as may be known by traveler, as required by rental contractor. State traveler should contact Risk Management and ensure they follow all internal agency requirements and procedures.

4. What size car can I rent?

In accordance with PPM49, Section 1504 C 3d; Only the cost of a compact model is reimbursable, unless 1) non-availability is documented, 2) the vehicle will be used to transport more than two persons or 3) the cost of a larger vehicle is no more than the rental rate for a compact. When a larger vehicle is an option as stated in 1) or 2) above, the upgraded vehicle shall be the next smallest size necessary to accommodate the number of persons traveling.

5. How can I pay for my rental car?

As part of our mandated in-state vehicle rental contract, the contracted vendor must accept an individual liability corporate travel card, a personal credit card, or for larger agencies who rent frequently, your agency can establish an account with the contracted vendor to receive monthly direct billing to your agency. For out-of-state vehicle rental contracts, you may use your individual liability corporate travel card, a personal credit card or contact the vendor, for larger agencies who rent frequently, to inquire on establishing an account to receive monthly direct billing to your agency

6. Should I purchase any Insurance when renting a car?

As stated in PPM 49, Section 1504 C-3g-h, which states: