

ENTERPRISEHOLDINGS



July 31, 2017

Dear Commonwealth of Virginia State Agency travelers and employees,

The Commonwealth of Virginia State rental car provider, Enterprise, will be transitioning all direct bill rentals to a new billing and booking system effective immediately. This is very important for the security of the Commonwealth of Virginia Agencies, and protection against fraudulent rentals with our supplier that can be billed to your account. Because we have seen evidence of fraud with the billing accounts outside of the State of Virginia, we had to act fast and want to make sure we communicate effectively to continue a frictionless rental process for you and your travelers.

Enterprise has implemented an extra layer of security for all accounts that previously were not required to enter a billing number to activate the direct bill function. The billing number will now be required to activate the direct bill at the execution of the reservation. What this means is a rental cannot be billed when booked unless the account number and a billing number are used to book the rental.

There have not been any other changes with your account. If you currently have an account that was set up recently where you are booking with both your account number and billing number, you should maintain your booking procedure with no disturbance. If you do not have direct billing connected to your account and your travelers utilize a PCARD continue to book as normal.

For those accounts where one account number is used, before you book your next rental, please reach out to your dedicated Mobility Consultant from Enterprise below via email to receive your billing number. After you have this billing number, you may utilize your Mobility Consultant for booking instructions or any other enhancements needed with your current travel. The only change in the direct bill is that we will require you to add the secured billing number where and when asked for it online. The local Enterprise office will not have access to your billing number so it will be very important this is communicated to your travelers.

Please make sure you share the billing number with only trusted travelers. In the event you have an employee who leaves your agency and you feel your billing number has been comprised in any way, please reach out to your dedicated Mobility Consultant below so we can change your billing number immediately. This will also prevent fraudulent rentals.

We apologize for any inconveniences this may cause. Our main focus is to protect your account and to keep it as secure as possible from any fraudulent or unauthorized rentals.

Thank you so much for your business. We truly value our partnership with you.

Note: (Billing numbers will only be sent via email so we can keep notes on who they are sent to for extra precautions).

SALES EXECUTIVES:

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