



University of Missouri System Rental Program

University of Missouri System has partnered with Enterprise Mobility- including National Car Rental, Enterprise Rent-A-Car, and Enterprise Truck Rental—to provide convenient, cost-effective ground transportation solutions. If no vehicles are available online, please email your reservation details to SouthCentralAccountSupport@em.com and CC our Business Development Manager. Be sure to include your corporate account code in the subject line and your direct billing number, if applicable. To help ensure vehicle availability, it is strongly recommended that reservations be made as early as possible. If you are unsure of your corporate account code or billing number, please contact our Business Development Manager for assistance.

Rental Platform: <https://elink.enterprise.com/en/unimisr.html>

Account Support Link: <https://prod.forms.ghi-gp76-aws-prod.com/asr-submission?territory=south-central>

Account Support Email: SouthCentralAccountSupport@em.com

Account Support Phone Number: (833) 369-1182

Business Development Manager: Brian Crockwell

Business Development Manager Email: Brian.T.Crockwell@em.com



Rental Program Benefits

Wherever your work takes you, enjoy a seamless and rewarding rental experience through our all-in-one program with Enterprise Rent-A-Car, National Car Rental, and Enterprise Truck Rental.

- **One Program, Three Brands:** Access a unified rental experience across all Enterprise Mobility brands.
- **Nationwide Coverage & Consistent Pricing:** Enjoy partnership rates at every Enterprise, National, and Enterprise Truck Rental location across the U.S.
- **Unmatched Fleet & Availability:** Choose from the largest fleet and most rental locations in the country.
- **Insurance Notice:** Collision Damage Waiver and Liability Insurance included in rates.
- **Emerald Club Loyalty Perks:** Enroll in the Emerald Club to unlock faster rentals and exclusive benefits.
- **Booking:** Make reservations through <https://elink.enterprise.com/en/unimisr.html> to receive the partnership rates and additional coverages.

Enroll in Emerald Club

Welcome to Speed, Choice & Control with the Emerald Club

The Emerald Club is an industry-leading loyalty program designed to make your car rental experience faster and more convenient. You can enjoy special privileges reserved for frequent renters every time you rent.

University of Missouri System partnership with Enterprise and National means that you receive complimentary membership to unlock benefits that suit your lifestyle, such as:

- **Bypass the Counter.** You can quickly get past the airport counter and head right to Emerald Aisle, where you can choose any car (Midsize and above) and only pay the Midsize rate.
- **Faster Pickup and Dropoff.** Your member profile and saved account details create faster transactions when you pick up. Email receipts allow you to drop your car and go at the end of your reservation.
- **Status Match.** We'll match your status to more than 40 of the world's most popular car rental, airline and hotel loyalty programs.
- **Free Rental Days.** Get to Free Rental Days* faster by earning one credit for every qualified car rental. Free Rental Day = 7 credits. Redeem your free days around the globe.
- **Special Offers.** Of course, if you join the club, you get members-only discounts and offers.

Be the boss of you. Enroll in the Emerald Club today.

**Free Rental Day covers base rate (time and mileage) only.*

Status Match

Are you already participating in a business travel loyalty program? Chances are high that Emerald Club can match it. Discover the speed, choice and rewards that set this loyalty program apart from the rest.

The Emerald Club is an industry-leading loyalty program designed to make your car rental experience faster and more convenient. When you enroll, National will match your status in more than 40 of the world's most popular car rental, airline and hotel loyalty programs, including:

- American Airlines AAdvantage®
- United Air Lines MileagePlus®
- Hilton Honors®
- Many more!

Visit the Emerald Club website to [check your eligibility](#) for a status match.

Once you're matched, take advantage of our exclusive, elite-level benefits, such as:

- Executive Area access to choose any Fullsize vehicle and above
- Faster Free Rental days redeemed through rewards



When to Use Enterprise vs. National

Book the Brand that's Right for Your Business Trip.

Gearing up for your next business trip? Before you book, know that you can take advantage of the University of Missouri System business rental program through our partnership with two of the most reliable brands in the industry: Enterprise and National. Renting a vehicle with Enterprise or National is fast and convenient, plus you get complimentary membership into the Emerald Club—elevating your business travel experience even more with loyalty perks and rewards.

With top-notch customer service, you can't go wrong with Enterprise or National. But we've got some helpful tips for booking the brand that fits your trip:

- **When to Book Enterprise:** If you're taking a road trip to get to your business destination, Enterprise is your best bet. With convenient locations across the country, you can visit a branch in your neighborhood, quickly pick up your vehicle and get down to business.
- **When to Book National:** Rentals through National are best booked with a flight—and the Emerald Club makes it even easier to navigate busy airports. Bypass the counter and head right to Emerald Aisle (North America) or Priority Service (Europe) at participating airports. Renting is faster and more convenient with arrival and return alerts, email receipts and attentive airport service.

Enterprise Truck Rental

The Right Truck, The Right Time, The Right Value.

Whether you're transporting equipment, making deliveries, or supporting operations at a project site, Enterprise Truck Rental provides a diverse fleet of dependable vehicles to meet the University's needs. From 4x4 pickups and cargo vans to box trucks, we have the right vehicle for the job.

To reserve an Enterprise Truck Rental vehicle, simply click the partnership link, select your campus, and choose "Reserve with Enterprise Truck Rental."

Enterprise Truck Rental offers flexible solutions for short-term, long-term, seasonal, fieldwork, and capacity needs, helping support University projects, events, and operational demands of any size.



Billing Methods (Credit Card on file for guest/ employees that do not have a OneCard)

Credit Card Billing: Departments may choose to use the OneCard for rental charges. A dedicated credit card billing number will be created, and the card on file will be charged upon vehicle return. Invoices are sent to the primary contact associated with the billing number. **Note:** With a billing number, the name on the OneCard does not have to match the name of the driver picking up the rental.

- For disputes or updates to the purchasing card on file, complete the **Credit Card Update – Billing Number PDF** and email it to SouthCentralAccountSupport@em.com.
- To update the invoice recipient email, contact: ARCreditDepartment@ehi.com.

Account Setup

To establish a billing account for your agency or department, please complete the **Additional Billing Account Request PDF** and email the completed form to Brian.T.Crockwell@em.com. Billing numbers are typically created within 3-5 business days.

University of Missouri System Personal Use Code

Planning a family trip? Make every mile count! When you book with Enterprise Rent-A-Car, National Car Rental, or Enterprise Truck Rental for personal use, enter our Personal Use ID: **XZ51071** to access special discounted rates. **Note:** This code applies to rental rates only and does not include additional coverages.

Evaluating Damage on Rental Vehicle

Before hitting the road in your rental vehicle, take a moment to perform a thorough walkaround inspection. If you notice any damage that goes beyond normal wear and tear, be sure to notify the rental agent immediately.

Exterior & Interior: Use the Damage Evaluator below as a guide to help identify what to look for.

(Note: The attached evaluator has been resized to fit this document for easy reference.)

DAMAGE EVALUATOR																				
Body, Wheel & Metal Bumper Damage is: • Any dent, scratch or scrape larger than the largest circle • Holes and tears regardless of size • Note: A dent, scratch or scrape smaller than the largest circle is wear and tear						Plastic Bumper Damage is: • Scratches and scuffs that cannot be completely covered by the Damage Evaluator • Holes or tears regardless of size • Dents larger than the largest circle • Any misalignment • Note: Scrapes to only the bottom edge of the bumper are not damage (i.e. parking block scrapes/scuffs)			Glass Damage is: • A star larger than 2 inches • A crack larger than 6 inches • Any star or crack in the camera/sensor view											
Burn Damage is: • Any hole or burn mark larger than the smallest circle																				
Hail: • Any hail damage is damage																				
			1			2			3			4			5			6		



University of Missouri System Account Support

<https://prod.forms.ehi-gp76-aws-prod.com/asr-submission?territory=south-central>

The Account Support Team provides both local and global customer support to our car and truck rental accounts:

Support

- Emerald Club member support
- Rate verification
- Researching reservations & rental agreements
- Do Not Rent customers
- Global rental customer support
- Enterprise Truck Rental support

Damage Claims

- Claims inquiries

Billing

- Billing & invoicing inquiries
- Method & payment changes
- Receipt requests

Ready to assist with car and truck rental needs

Existing Rental Reservation Support

- Changing rental return locations
- Long-term rentals
- Extended open rentals
- Claims inquiries
- Assist with specialty requests for our top tier Emerald Club members

For support with new reservation requests, visit [NationalCar.com](https://www.NationalCar.com), [Enterprise.com](https://www.Enterprise.com), or [EnterpriseTrucks.com](https://www.EnterpriseTrucks.com)

Tips When Contacting Your Support Team

- Provide name or account number
- Reference the rental agreement (RA) number or reservation number
- Include the renter's name
- Avoid Personally Identifiable Information (PII)
- Use "High Importance" emails for emergency requests needing quick resolution
- Call the sales executive directly if renter is at the counter for immediate assistance

How to Contact

Hours of Operation: Monday – Friday | 8:00 a.m. – 5:00 p.m. CT

Phone number: **833-369-1182**

Email SouthCentralAccountSupport@em.com to contact the Support Team via email