



**TO: National Association of Basketball Coaches**  
**FROM: Enterprise Rent-A-Car® and National Car Rental**

Enterprise Rent-A-Car® and National Car Rental have been selected as the primary car rental supplier for the National Association of Basketball Coaches. As part of your contract, Enterprise Rent-A-Car® and National Car Rental will be able to service your home city and airport needs throughout North America!

**Q. What is the advantage to adding Enterprise Rent-A-Car® and National Car Rental as the preferred supplier?**

**A.** Enterprise® and National have more than 7000 locations throughout North America and this allows you the ability to rent in your neighborhood, at work, and even at some airports your primary provider may not service. This convenience can also save you time and money instead of driving your own vehicle or going to an airport location to pick up a car for local travel.

**Q. Why rent a car from Enterprise® instead of getting reimbursed to drive my own vehicle?**

**A. Renting vs. Mileage Reimbursement**

Members of the National Association of Basketball Coaches will save money on travel (often more than 20%), reduce insurance and liability risk, gain cost-effective alternative to expensive airfare, protect company image, ensures accurate accounting and invoicing, and enhances employee satisfaction.

Members will avoid costly wear and tear on their personal vehicle, have peace of mind with 24-hour roadside assistance, experience safety, comfort, and perhaps have the opportunity to drive a newer car. Enterprise® offers free pick-up, nationwide, so with our more than 7,000 locations, we're nearby.

**Q. How do I rent a car from Enterprise® or National?**

**A.** There are several ways to reserve a vehicle through Enterprise® or National:

- Via weblink for all rentals – Go to NABC website: [www.nabc.org](http://www.nabc.org) and click on rental link
- Via phone:
  - Enterprise Rent-A-Car **1-800-593-0505**, just give your Corporate Number **XZ08011**.
  - National Car Rental **800-227-7368** and provide contract id **XZ08011**.

**Q. How do I schedule a pick up service from Enterprise®?**

**A.** You can book your reservation through any of the processes listed above and simply call the branch to arrange the details of when and where you will need to be picked up.

**Q. When do I use National and when do I use Enterprise®?**

**A.** Use National Car Rental at all airports. Enterprise® can provide additional levels of service as a secondary provider in the home city as well as at all airports when needed. With over 7,000 locations and the largest fleet in North America, renting a car just became even more convenient.

**Q. Do all Enterprise and National locations have the National Association of Basketball Coaches contract data when I call a local agency for a reservation?**

**A.** In order to ensure that you are receiving NABC contracted terms and conditions, reference your account number: **XZ08011**. The most convenient way to ensure you are getting your terms and conditions is to make reservations online with the link provided.

**Q. Do I accept insurance?**

**A.** Protection products are optional and offered for rentals. The NABC is not responsible for each member's protection.



**Q. What is Enterprise and Nationals refueling policies?**

- A. Enterprise® and National have a very simple refueling policy: Bring back the vehicle with the same amount of fuel as when the rental originated. If the fuel is short of the originating amount then there will be a fuel charge above the market value to replace the fuel. This varies by market since fuel prices vary by city and states. Many markets also offer an advanced fuel purchase option.

**Q. What is age restriction for business travel?**

- A. Enterprise® and National requires all drivers to be 21 years or older. 25 years or older for Luxury, SUV's, Minivans

**Q. What is required when obtaining the car?**

- A. A valid driver's license and credit card are required. Debit cards are accepted at most Enterprise locations but are treated as cash and additional requirements may be necessary. This varies by location. Please contact the local branch should you have questions regarding debit cards or cash rentals.

**Q. What happens if an employee completes a rental without using the NABC contract number?**

- A. Without booking through the eLink provided at the top of the page, or giving the Enterprise® or National employee the NABC account number; then the terms and conditions will not apply. This further illustrates the importance of booking your reservations through the approved channels or making sure that you reference the NABC account number **XZ08011**.

**Q. Are one-way rentals allowed?**

- A. Since Enterprise® is designed to service the home city market we do not have a formal one way program. National Car Rental is your best solution for one-way rentals.

**Q. What is the claim process if an employee has an accident with an Enterprise® or National car?**

- A. Please contact the local office where you rented the vehicle and they will fill out an accident report. Should you need roadside assistance, please contact 800-Rent-A-Car.

**Q. Is there a fee to join National's Emerald Aisle?**

- A. No, National has waived the \$50 signup fee for NABC members.

**Q. I currently am a member of the National Emerald Aisle, can I use this code without losing my status?**

- A. Yes. Call Emerald Club Customer Service (800-962-7070) and ask them to update the Contract ID to XZ08011 or click on the Emerald Club link provided to Enroll: As long as they have the same driver license from their original enrollment- it will not create a new profile – it will simply take the updated information they typed in and update their current profile- thereby updating the contract id number.

**Q. I currently have status with Enterprise's/National's competition. Can I transfer my status level to National?**

- A. Yes. Click on the Emerald Club link provided to Enroll: Once enrolled, email Jeff Franssen ([Jeffrey.m.franssen@erac.com](mailto:Jeffrey.m.franssen@erac.com)) your enrollment information with Emerald Aisle, your Current Membership information with competition, and current membership status with our competition (photocopy of competition membership card). We will then automatically match status and email them back confirmation.

For additional questions: Please Contact: Jeff Franssen at 317 654-8649 or [Jeffrey.m.franssen@erac.com](mailto:Jeffrey.m.franssen@erac.com)