



DEFENSE TRAVEL MANAGEMENT OFFICE

U.S. Government Frequent Renter's Program Frequently Asked Questions

I. FAQs

1. What are the benefits of signing up for the U.S. Government frequent renter program?

By registering for [and using] a U.S. Government frequent renter number Government travelers will be assured of receiving the benefits of the U.S. Government Rental Car program, and may by-pass the check-in counter saving you time and frustration. Through the use of a U.S. Government Frequent Renter number, travelers will not be offered insurance or optional services that are already included under the provisions of the U.S. Government Rental Car program which are not reimbursable expenses. Rental car companies may also offer additional benefits such as rewards to use for upgrades, free rentals and merchandise.

2. How do I sign up?

Government travelers can access the registration pages for each participating rental car company by visiting <http://www.defensetravel.dod.mil/site/rentalCarFRP.cfm> and clicking on the company logo for each program you would like to register. When selected, new windows will launch that links you to each company's U.S. Government Frequent Renter registration page.

3. Can I just sign up on a company's website instead of going to this webpage?

No. This is a program specifically designed for government travelers and is only available through the links on the DTMO website to access the U.S. Government Frequent Renter registration for each company.

4. Do I have to sign up for all frequent renter programs offered by companies listed under the U.S Government Rental Car Program?

No. These are voluntary programs. However, travel policy dictates that government travelers must select the lowest cost rental vehicle, which means that you could rent from several different rental car companies. Registering for all or multiple participating companies' programs ensures that you receive the benefits of the U.S. Government Rental Car Program each time you make a reservation for a rental vehicle.

5. Can I register once for all frequent renter programs?

No, you will have to register through each company's program individually. Each company maintains their own program with their own benefits and requirements.

6. I already have a frequent renter number that I use for leisure travel. Can I use the same number for official travel?

The frequent renter programs that you may already participate in are slightly different than those associated with the U.S. Government Rental Car Program. Registering for the U.S. Government Frequent Renter Program means you can be assured that you will receive the special rental car benefits associated with the U.S. Government Rental Car Program that are reserved for official travel. You may retain and to

continue to use your existing account(s) for personal use or leisure rentals. Rewards associated with each account will be maintained separately. When traveling on official business, it is your responsibility to ensure that you have received the official government rate.

7. How do I know when I have received the official government rate?

Your base rate should be quoted in whole dollar/currency amounts and the Government Administrative Rate Supplement (GARS), a \$5 per day fee, will be listed on your rental contract. This ensures that you are renting through the U.S. Government Rental Car Program and are eligible for its benefits. If GARS is not listed, you may be responsible for any/all damages in the event of an accident.

8. Are all frequent renter programs the same?

No, each company's program is different; however, all U.S. Government Frequent Renter Programs will ensure you receive the benefits of the U.S. Government Rental Car program. Additionally, it will prevent counter agents from offering unnecessary insurance or services and may expedite your vehicle pick-up, while offering rewards to use for upgrades, free rentals, or merchandise. Specific benefits offered by each company will be outlined on each of the company's websites.

9. What type of information will I need to provide in order to participate?

You will be asked for your driver's license number, preferred payment method (should be your government travel charge card, if one has been issued), address (work or home), and additional contact information such as, email and phone number.

10. Can I enter my frequent renter number(s) in DTS/ETS/ETS2?

Yes, you should add any frequent renter numbers to your profile in your electronic travel booking system (DTS/ETS/ETS2). For instructions, go to:

- DTS instructions: http://www.defensetravel.dod.mil/Docs/DTS_FRP.pdf
- ETS/ETS2 instructions: http://www.defensetravel.dod.mil/Docs/ETS2_FRP.pdf

11. If I make a rental car reservation with a company that I don't have a frequent renter number with, can I sign up and receive the benefits after I've made the reservation?

If the reservation is made as an official government reservation (through DTS/ETS/ETS2 or your Commercial Travel Office (CTO)/Travel Management Company (TMC)), you will still be eligible for the benefits of renting under the U.S. Government Rental Car Program. You may still go online and sign-up but it may require a phone call to the rental car company to match your reservation to the new frequent renter program number to earn the benefits/awards offered by the company

12. Can I make my reservation through my contracted travel agency and use my frequent renter number?

Yes. You can make your reservation through your Commercial Travel Office (CTO)/Travel Management Company (TMC); however, they do not maintain a list of your frequent renter numbers for future use. You would be responsible for transmitting your frequent renter number to the travel agent each time you make a reservation.

13. How long will it take to sign-up for a Frequent Traveler Program?

It will take an estimated 15-20 minutes to sign up for each rental car company's program. This estimate assumes participants will have government travel charge card and driver license available if needed. Each rental car company has different sign-up procedures.

14. Do you have to be a certain age to sign-up for the Frequent Traveler Program?

Enterprise, National, and Alamo require travelers to be 21 years of age to participate. All other active participating companies minimum age is 18 years of age.

15. Is there a cost to sign-up for the program?

No. However, some companies verify that the charge card entered is valid by placing an authentication fee (\$1-1.50) that is credited directly back to the traveler's charge card once the card has been verified.

16. What if I selected a compact car for my vehicle type but when I go TDY I need a different size vehicle?

Travelers should always select a compact car as the vehicle of choice when registering for the Frequent Travel Program. If a different selection is required for your TDY and has been approved by your Authorizing Official, you may select a different car when making reservations.

17. My reservation is for a compact car however, some of the rental car companies allow me to bypass the counter and go directly to the lot to select my vehicle. Can I pick a different type of vehicle if I am participating in a frequent renter program?

No, you must keep the type of vehicle that has been reserved unless the rental car company is offering an upgrade at no cost because they do not have a compact vehicle available or you have earned an upgrade at through the frequent renter program. If you pick an upgraded vehicle without authorization, the upgraded cost is not reimbursable.