

# Rental Vehicle Customer Service Assistance Tool User's Manual



### Document History

| <b>Control ID</b> | <b>Date</b> | <b>Version</b> | <b>Author</b> | <b>Description of Activity</b>                                   |
|-------------------|-------------|----------------|---------------|--|
| 1                 | 20 OCT 07   | 0.0            | Armstrong     | Final draft for initial release                                  |
| 2                 | 26 OCT 07   | 1.0            | Frost         | Initial release  |
| 3                 | 19 May 10   | 2.0            | Greiling      | Revised tool name, updated graphics, and other minor corrections |

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## **1.0 Rental Vehicle Customer Service Assistance Tool Overview**

The Rental Vehicle Customer Service Assistance tool is designed to provide assistance to the federal traveler when accidents or incidents occur while on official travel, and to offer assistance with rental company customer service matters. This tool provides a simplified process for the traveler to request assistance on an accident or service failure issue using a standardized data-entry format. The tool is NOT a place to file a claim against the Government either by a third party, or by the rental agency.

## **2.0 Rental Vehicle and Customer Service Assistance Process**

- 2.1 The following steps outline the DTMO Rental Vehicle and Customer Service Process:
  - 2.1.1 The traveler submits an online assistance request that describes the subject incident.
  - 2.1.2 The system notifies the Application Administrator that a new assistance request has been added to the Rental Vehicle Customer Service Assistance database.
  - 2.1.3 The Application Administrator reviews the assistance request information and assigns the issue to a Transportation Assistant for resolution.
  - 2.1.4 The assigned Transportation Assistant will work with the involved parties to collect all necessary information and documents pertaining to the incident and assist in accomplishing a timely resolution. Information may be obtained from the traveler, rental company representative, insurance company, and others as needed. The Transportation Assistant will record all findings in the system database.
  
- 2.2 The traveler will be notified via email in the following situations:
  - 2.2.1 If the request was successfully filed. This e-mail will provide a unique assistance request ID number.
  - 2.2.2 If the Transportation Assistant determines that additional documentation is needed to proceed in the request process. An email will be sent that will identify the missing pieces of documentation. Once the traveler submits all necessary documentation, a new email will be sent indicating that processing has begun.
  - 2.2.3 Once the assistance request has been resolved fully, the user will receive an email that includes details of the settlement.
  - 2.2.4 If the assistance request must be forwarded to the traveler's legal office for further action, the assistance request will be closed in the database. An email will be sent to the traveler advising them that their request for assistance has been sent to the appropriate legal office for resolution.

## 3.0 Definitions & Requirements

- 3.1 Assistance requests are based on incidents that occur when the vehicle is rented for official government business. There are two categories of resolution assistance: rental car or truck accidents and customer service issues.
  - 3.1.1 Rental car and truck accidents. DTMO will review and investigate accident reports and work with the traveler and rental company to obtain a resolution. If a request for assistance cannot be resolved between the DTMO and the rental company the traveler may obtain further assistance from their legal office and the assistance request will be considered “closed” in the Rental Vehicle Customer Service Assistance tool.
  - 3.1.2 Customer service issues. DTMO will work with the traveler and rental company based on the terms and conditions of the U.S. Government Rental Car and Truck Agreements to resolve a customer service issue.
- 3.2 An assistance request may be filed by:
  - 3.2.1 The traveler
  - 3.2.2 A point of contact on behalf of the traveler
  - 3.2.3 The vehicle rental company
- 3.3 The following documents are needed to properly process the assistance request:
  - 3.3.1 Travel Orders - required
  - 3.3.2 Rental Contract and/or Rental Receipt - required
  - 3.3.3 Traveler’s Statement – required
  - 3.3.4 Itinerary – if an itinerary is available
  - 3.3.5 Police Report – if a police report is available
- 3.4 Each assistance request can involve only one rental company. It is permitted to have more than one request on file for each rental company, as well as more than one assistance request per incident.
- 3.5 Point of contact (POC) information on each request is as follows:
  - 3.5.1 If the traveler is submitting the request for assistance, only the traveler’s contact information is necessary. Alternate POC information is recommended in case the traveler cannot be reached.
  - 3.5.2 If a request for assistance is submitted by someone other than the traveler, traveler and alternate POC information is required.

3.5.3 If a request for assistance is submitted by a rental company, traveler and rental company POC information is required.

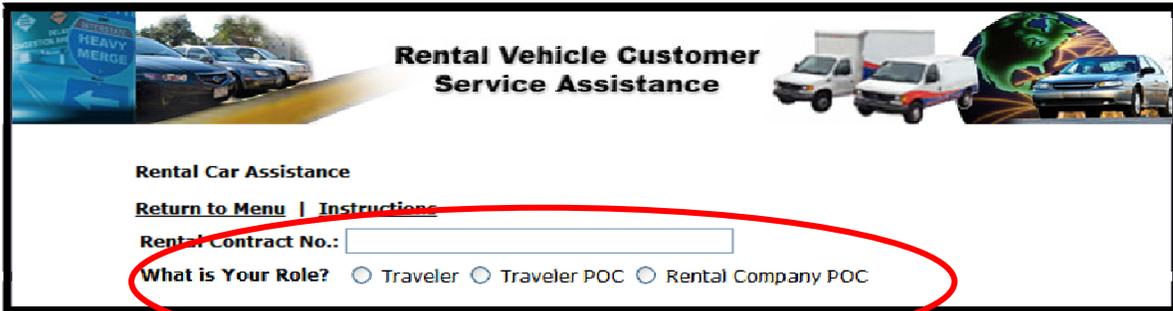
3.6 A request for assistance does not necessarily involve monetary costs.

## 4.0 Accessing the Rental Vehicle Customer Service Assistance Tool

- 4.1 To access the Rental Vehicle Customer Service Assistance Tool click on the Rental Vehicle Customer Service Assistance link on <https://www.defensetravel.dod.mil/Rental/>.
  - 4.1.1 No user name or password is required to complete a Customer Service Assistance Request form.
- 4.2 You will have a choice of submitting a request for **Rental Car Accident Assistance, Rental Truck Accident Assistance, and Customer Service Assistance**.
  - 4.2.1 **Note: After you have submitted your request for assistance, you will not be able to make edits.** Please ensure that the information you have entered and the supporting documentation for your request are complete and accurate.
  - 4.2.2 If you find that you need to add or correct an item on your request after you have submitted it, you may contact the Defense Travel Management Office at [CarRental@dtmo.pentagon.mil](mailto:CarRental@dtmo.pentagon.mil), [TruckRental@dtmo.pentagon.mil](mailto:TruckRental@dtmo.pentagon.mil), or by fax at (703) 696-7878 or DSN 312-426-7878. Please reference the assistance request number provided by the Rental Vehicle Customer Service Assistance tool.

## 5.0 Submitting a Rental Car Accident Assistance Request

- 5.1 Click [Submit Request for Rental Car Accident Assistance](#) from the main page to retrieve the form used to enter an assistance request.
- 5.2 Enter  your rental car contract number.
- 5.3 Click the appropriate bubble to indicate your role as a traveler, traveler POC, or rental company POC.



**Rental Vehicle Customer Service Assistance**

Rental Car Assistance

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Rental Contract No.:

What is Your Role?  Traveler  Traveler POC  Rental Company POC

#### 5.4 Traveler Information:

If you are a **traveler**, enter the following information under the **Traveler** section:

- 5.4.1 Your first name
- 5.4.2 Your middle initial (optional)
- 5.4.3 Your last name
- 5.4.4 Your telephone number in **xxx-xxx-xxxx** or **DSN xxx-xxxx** format
- 5.4.5 Your telephone extension, if necessary
- 5.4.6 Your email address
- 5.4.7 Choose your organization from the drop-down list. If your organization is not listed, choose **Other** from the list and type the organization name in the text box immediately below the drop-down list. **Note: You are entering your department, not individual office. Do not select Other to enter the office name if the department is listed on the drop-down** (i.e., the Defense Travel Management Office (DTMO) would fall under Department of Defense).

**Traveler**

First Name:  M.I.:  Last Name:

Phone:  Ext.:

xxx-xxx-xxxx or DSN xxx-xxxx

Email:

Verify Email:

Organization:

If Other, enter the organization name below:

## 5.5 Traveler POC Information:

If you are entering information on behalf of the traveler, or if you are the traveler and want to enter an alternate point of contact (POC), enter the following information under the **Traveler POC** section:

- 5.5.1 POC's first name
- 5.5.2 POC's middle initial (optional)
- 5.5.3 POC's last name
- 5.5.4 POC's telephone number in **xxx-xxx-xxxx** or **DSN xxx-xxxx** format
- 5.5.5 POC's telephone extension, if necessary
- 5.5.6 POC's email address

| <u>Traveler POC</u>                 |   |                                      |                      |                                    |
|-------------------------------------|---|--------------------------------------|----------------------|------------------------------------|
| First Name:                         | <input type="text" value="James"/>                    | M.I.: <input type="text" value="K"/> | Last Name:           | <input type="text" value="Jones"/> |
| Phone:                              | <input type="text" value="703-888-8888"/>             | Ext.:                                | <input type="text"/> |                                    |
| <i>xxx-xxx-xxxx or DSN xxx-xxxx</i> |   |                                      |                      |                                    |
| Email:                              | <input type="text" value="james.jones@pentagon.mil"/> |                                      |                      |                                    |
| Verify Email:                       | <input type="text" value="james.jones@pentagon.mil"/> |                                      |                      |                                    |

## 5.6 Rental Company POC Information:

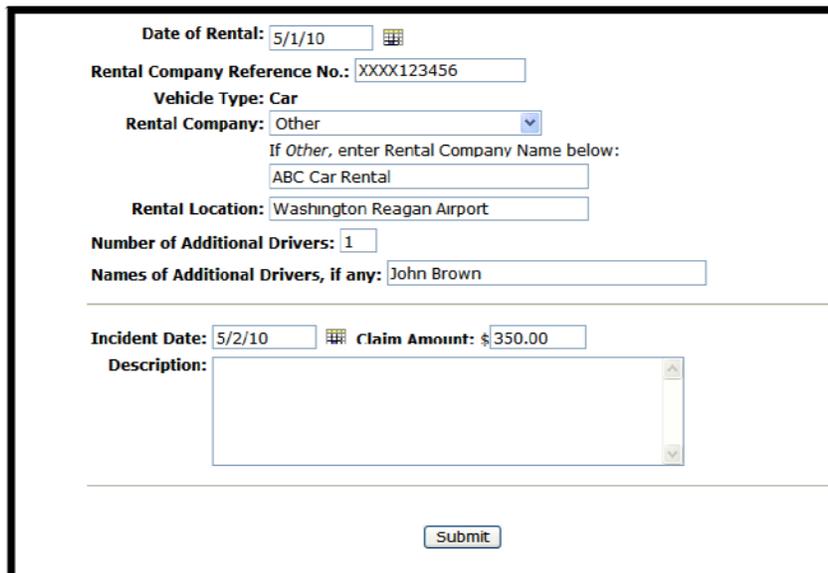
If you are a **rental company POC**, enter the following information under the **Rental Company POC** section or the traveler can identify the rental company POC they have contacted:

- 5.6.1 First name
- 5.6.2 Middle initial (optional) Last name
- 5.6.3 Telephone number in **xxx-xxx-xxxx** or **DSN xxx-xxxx**
- 5.6.4 Telephone extension, if necessary
- 5.6.5 Email address

| <u>Rental Company POC</u>           |  |       |                      |            |                                  |
|-------------------------------------|--|-------|----------------------|------------|----------------------------------|
| First Name:                         | <input type="text" value="Carl"/>            | M.I.: | <input type="text"/> | Last Name: | <input type="text" value="Car"/> |
| Phone:                              | <input type="text" value="202-999-9999"/>    | Ext.: | <input type="text"/> |            |                                  |
| <i>xxx-xxx-xxxx or DSN xxx-xxxx</i> |  |       |                      |            |                                  |
| Email:                              | <input type="text" value="ccar@abcars.com"/> |       |                      |            |                                  |
| Verify Email:                       | <input type="text" value="ccar@abcars.com"/> |       |                      |            |                                  |

## 5.7 Incident Information:

- 5.7.1 Click on the calendar icon next to the “Date of Rental” field to select a date. Alternatively, you can enter the pick-up date of your rental vehicle directly into the field in MM/DD/YY format. For example, if your car rental was from May 1, 2010, through May 5, 2010, you would enter 5/1/10.
- 5.7.2 Enter the rental company reference number, if applicable.
- 5.7.3 The type of vehicle (car) has been entered automatically for you.
- 5.7.4 From the drop-down list, select the rental company that provided the rental vehicle. If the company is not listed, select **Other** from the list and enter the company name in the textbox immediately below the drop-down list.
- 5.7.5 Enter the location (airport or city and state) where the rental car was obtained.
- 5.7.6 Enter the number of additional drivers included on the rental vehicle. If no other drivers were included, enter 0.
- 5.7.7 If applicable, enter the name of any additional drivers.
- 5.7.8 Enter the date of the incident (in MM/DD/YY format).
- 5.7.9 Enter the claim amount. If there is no monetary claim, enter zero.
- 5.7.10 Provide a detailed description of the incident and any other pertinent information in the **Description** text box.
- 5.7.11 If all of your information has been entered correctly, press the **Submit** button to submit your assistance request and continue to the next page where you can attach related documents. (See [chapter 8](#) for information on submitting attachments)

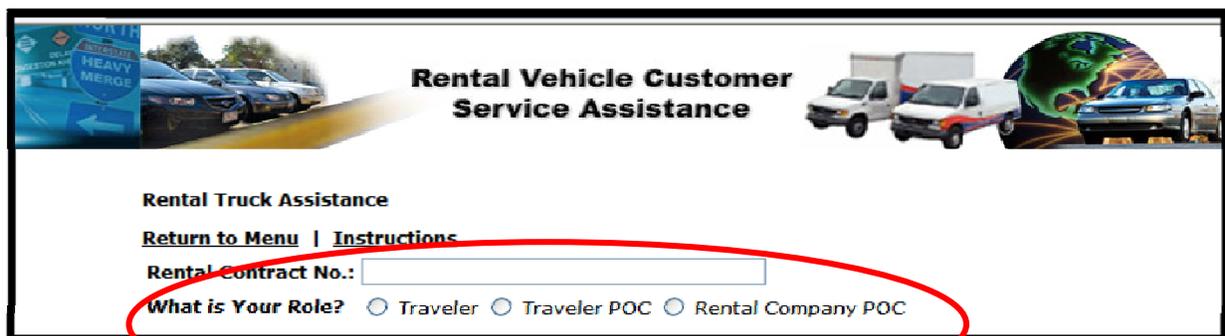


The screenshot shows a web form with the following fields and values:

- Date of Rental: 5/1/10 (with a calendar icon)
- Rental Company Reference No.: XXXX123456
- Vehicle Type: Car
- Rental Company: Other (dropdown menu)
- If Other, enter Rental Company Name below: ABC Car Rental
- Rental Location: Washington Reagan Airport
- Number of Additional Drivers: 1
- Names of Additional Drivers, if any: John Brown
- Incident Date: 5/2/10 (with a calendar icon)
- Claim Amount: \$350.00
- Description: (empty text area)
- Submit button

## 6.0 Submitting a Rental Truck Accident Assistance Request

- 6.1 Click on ***Submit Request for Rental Truck Accident Assistance*** from the main page to retrieve the form used to enter an assistance request.
- 6.2 Enter your truck rental contract number.
- 6.3 Click the appropriate bubble to indicate your role as a traveler, traveler POC, or rental company POC.



**Rental Vehicle Customer Service Assistance**

**Rental Truck Assistance**

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Rental Contract No.:

**What is Your Role?**  Traveler  Traveler POC  Rental Company POC

#### 6.4 Traveler Information:

If you are a **traveler**, enter the following information under the **Traveler** section:

- 6.4.1 Your first name
- 6.4.2 Your middle initial (optional)
- 6.4.3 Your last name
- 6.4.4 Your telephone number in **xxx-xxx-xxxx** or **DSN xxx-xxxx** format
- 6.4.5 Your telephone extension, if necessary
- 6.4.6 Your email address
- 6.4.7 Choose your organization from the drop-down list. If your organization is not listed, choose **Other** from the list and type the organization name in the text box immediately below the drop-down list. **Note: You are entering your department, not individual office. Do not select Other to enter the office name if the department is listed on the drop-down** (i.e., the Defense Travel Management Office (DTMO) would fall under Department of Defense).

**Traveler**

**First Name:**  **M.I.:**  **Last Name:**

**Phone:**  **Ext.:**

xxx-xxx-xxxx or DSN xxx-xxxx

**Email:**

**Verify Email:**

**Organization:**

If Other, enter the organization name below:

**6.5 Traveler POC Information:**

If you are entering the assistance request on behalf of the traveler, or if you are the traveler and want to enter an alternate point of contact (POC), enter the following information under the **Traveler POC** section:

- 6.5.1 POC's first name
- 6.5.2 POC's middle initial (optional)
- 6.5.3 POC's last name
- 6.5.4 POC's telephone number in **xxx-xxx-xxxx** or **DSN xxx-xxxx** format
- 6.5.5 POC's telephone extension, if necessary
- 6.5.6 POC's email address

|                      |   |   |  |
|----------------------|---|---|--|
| <b>Traveler POC</b>  |   |   |  |
| <b>First Name:</b>   | <input type="text" value="James"/>                    | <b>M.I.:</b> <input type="text" value="K"/> | <b>Last Name:</b> <input type="text" value="Jones"/> |
| <b>Phone:</b>        | <input type="text" value="703-888-8888"/>             | <b>Ext.:</b>                                | <input type="text"/>                                 |
|                      | <small>xxx-xxx-xxxx or DSN xxx-xxxx</small>           |   |  |
| <b>Email:</b>        | <input type="text" value="james.jones@pentagon.mil"/> |   |  |
| <b>Verify Email:</b> | <input type="text" value="james.jones@pentagon.mil"/> |   |  |

**6.6 Rental Company POC Information:**

If you are a **rental company POC**, enter the following information under the **Rental Company POC** section or the traveler can identify the rental company POC they have contacted:

- 6.6.1 First name
- 6.6.2 Middle initial (optional)
- 6.6.3 Last name
- 6.6.4 Telephone number in **xxx-xxx-xxxx** or **DSN xxx-xxxx**
- 6.6.5 Telephone extension, if necessary
- 6.6.6 Email address

|                           |   |                                   |  |
|---------------------------|---|-----------------------------------|--|
| <b>Rental Company POC</b> |   |                                   |  |
| <b>First Name:</b>        | <input type="text" value="Carl"/>             | <b>M.I.:</b> <input type="text"/> | <b>Last Name:</b> <input type="text" value="Car"/> |
| <b>Phone:</b>             | <input type="text" value="202-999-999"/>      | <b>Ext.:</b>                      | <input type="text"/>                               |
|                           | <small>xxx-xxx-xxxx or DSN xxx-xxxx</small>   |                                   |  |
| <b>Email:</b>             | <input type="text" value="ccar@abccars.com"/> |                                   |  |
| <b>Verify Email:</b>      | <input type="text" value="ccar@abccars.com"/> |                                   |  |

## 6.7 Incident Information:

- 6.7.1 Click on the calendar icon next to the “Date of Rental” field to select a date. Alternatively, you can enter the pick-up date of your rental vehicle directly into the field in MM/DD/YY format. For example, if your rental was from May 1, 2010, through May 5, 2010, you would enter 5/1/10.
- 6.7.2 Enter the rental company reference number, if applicable.
- 6.7.3 The type of vehicle (truck) has been entered automatically for you.
- 6.7.4 From the drop-down list, select the rental company that provided the rental vehicle. If the company is not listed, select **Other** from the list and enter the company name in the textbox immediately below the drop-down list.
- 6.7.5 Enter the location (airport or city and state) where the rental truck was obtained.
- 6.7.6 Enter the number of additional drivers included on the rental vehicle. If no other drivers were included, enter 0.
- 6.7.7 If applicable, enter the name of any additional drivers.
- 6.7.8 Enter the date of the incident (in MM/DD/YY format).
- 6.7.9 Enter the claim amount. If there is no monetary claim, enter zero.
- 6.7.10 Provide a detailed description of the incident and any other pertinent information in the **Description** text box.
- 6.7.11 If all of your information has been entered correctly, press the **Submit** button to submit your assistance request and continue to the next page where you can attach related documents. (See [chapter 8](#) for information on submitting attachments)

**Date of Rental:**

**Rental Company Reference No.:**

**Vehicle Type:** Truck

**Rental Company:**

If *Other*, enter Rental Company Name below:

**Rental Location:**

**Number of Additional Drivers:**

**Names of Additional Drivers, if any:**

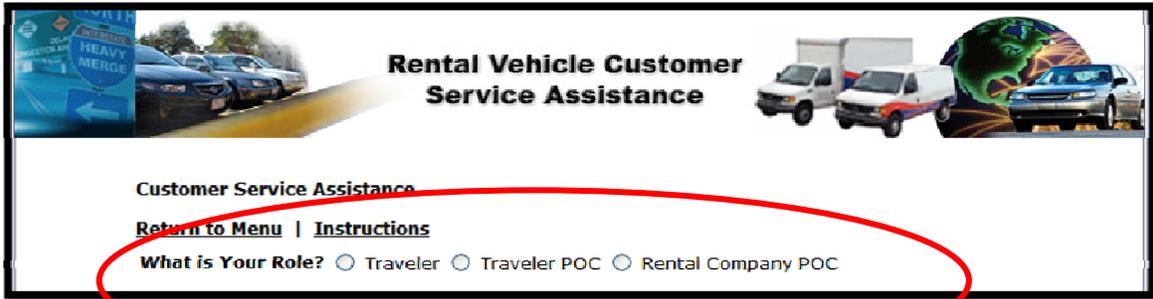
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**Incident Date:**  **Claim Amount:**

**Description:**

## 7.0 Requesting Customer Service Assistance

- 7.1 Click **Request Customer Service Assistance** from the main page to retrieve the assistance form.
- 7.2 Click the appropriate bubble to indicate your role as a traveler, traveler POC, or rental company POC.



### 7.3 Traveler Information:

If you are a **traveler**, enter the following information under the **Traveler** section:

- 7.3.1 Your first name
- 7.3.2 Your middle initial (optional)
- 7.3.3 Your last name
- 7.3.4 Your telephone number in **xxx-xxx-xxxx** or **DSN xxx-xxxx** format
- 7.3.5 Your telephone extension, if necessary
- 7.3.6 Your email address
- 7.3.7 Choose your organization from the drop-down list. If your organization is not listed, choose **Other** from the list and type the organization name in the text box immediately below the drop-down list. **Note: You are entering your department, not individual office. Do not select Other to enter the office name if the department is listed on the drop-down** (i.e., the Defense Travel Management Office (DTMO) would fall under Department of Defense).

**Traveler**

**First Name:**  **M.I.:**  **Last Name:**

**Phone:**  **Ext.:**

xxx-xxx-xxxx or DSN xxx-xxxx

**Email:**

**Verify Email:**

**Organization:**

If Other, enter the organization name below:

**7.4 Traveler POC Information:**

If you are entering the assistance request on behalf of the traveler, or if you are the traveler and want to enter an alternate point of contact (POC), enter the following information under the **Traveler POC** section:

- 7.4.1 POC's first name
- 7.4.2 POC's middle initial (optional)
- 7.4.3 POC's last name
- 7.4.4 POC's telephone number in **xxx-xxx-xxxx** or **DSN xxx-xxxx** format
- 7.4.5 POC's telephone extension, if necessary
- 7.4.6 POC's email address

|                      |   |   |  |
|----------------------|---|---|--|
| <b>Traveler POC</b>  |   |   |  |
| <b>First Name:</b>   | <input type="text" value="James"/>                    | <b>M.I.:</b> <input type="text" value="K"/> | <b>Last Name:</b> <input type="text" value="Jones"/> |
| <b>Phone:</b>        | <input type="text" value="703-888-8888"/>             | <b>Ext.:</b>                                | <input type="text"/>                                 |
|                      | <small>xxx-xxx-xxxx or DSN xxx-xxxx</small>           |   |  |
| <b>Email:</b>        | <input type="text" value="james.jones@pentagon.mil"/> |   |  |
| <b>Verify Email:</b> | <input type="text" value="james.jones@pentagon.mil"/> |   |  |

**7.5 Rental Company POC Information:**

If you are a **rental company POC**, enter the following information under the **Rental Company POC** section or the traveler can identify the rental company POC they have contacted:

- 7.5.1 First name
- 7.5.2 Middle initial (optional)
- 7.5.3 Last name
- 7.5.4 Telephone number in **xxx-xxx-xxxx** or **DSN xxx-xxxx**
- 7.5.5 Telephone extension, if necessary
- 7.5.6 Email address

|                           |   |                                   |  |
|---------------------------|---|-----------------------------------|--|
| <b>Rental Company POC</b> |   |                                   |  |
| <b>First Name:</b>        | <input type="text" value="Carl"/>             | <b>M.I.:</b> <input type="text"/> | <b>Last Name:</b> <input type="text" value="Car"/> |
| <b>Phone:</b>             | <input type="text" value="202-999-999"/>      | <b>Ext.:</b>                      | <input type="text"/>                               |
|                           | <small>xxx-xxx-xxxx or DSN xxx-xxxx</small>   |                                   |  |
| <b>Email:</b>             | <input type="text" value="ccar@abccars.com"/> |                                   |  |
| <b>Verify Email:</b>      | <input type="text" value="ccar@abccars.com"/> |                                   |  |

## 7.6 Incident Information:

- 7.6.1 Click on the calendar icon next to the “Date of Rental” field to select a date. Alternatively, you can enter the pick-up date of your rental vehicle directly into the field in MM/DD/YY format. For example, if your rental was from May 1, 2010, through May 5, 2010, you would enter 5/1/10.
- 7.6.2 Enter the rental company reference number, if applicable.
- 7.6.3 The type of vehicle (None) has been entered automatically for you.
- 7.6.4 From the drop-down list, select the rental company that provided the rental vehicle. If the company is not listed, select **Other** from the list and enter the company name in the textbox immediately below the drop-down list.
- 7.6.5 Enter the location (airport or city and state) where the rental car was obtained.
- 7.6.6 Enter the date of the incident (in MM/DD/YY format).
- 7.6.7 Select the type of service issue from the drop down list.
- 7.6.8 Provide a detailed description of the incident and any other pertinent information in the **Description** text box.
- 7.6.9 If all of your information has been entered correctly, press the **Submit** button to submit your claim and continue to the next page where you can attach related documents. (See [chapter 8](#) for information on submitting attachments)

---

Date of Rental:  

Rental Company Reference No.:

Vehicle Type: None

Rental Company:  

If *Other*, enter Rental Company Name below:

Rental Location:

---

Incident Date:   Service Issue Type:  

Description:

---

---

## 8.0 Attaching Supporting Documents to Assistance Request

8.1 To assist you in efficiently processing your request, the following documents must be attached to your electronic request:

8.1.1 Your travel orders - required

8.1.2 Rental contract and/or rental receipt – required

8.1.3 Traveler's statement - required

8.1.4 Your itinerary – *if you have a printed itinerary*

8.1.5 Police Report – *if a police report was filed*

8.2 If you are unable to attach these supporting documents to your electronic request, you may fax the documents to:

**703-696-7878 or DSN 312-426-7878**

**Attn: Rental Vehicle Customer Assistance**

**Regarding Assistance Request ID #** (*from e-mail sent to you after your assistance request is submitted*)

8.3 The online tool will only accept files in the following formats: Word, Excel, .TXT, .PDF, .RTF, .PPT and .ZIP.

8.4 To attach a supporting document, click the **Browse** button to the right of a text box.

8.5 Locate the supporting document file.

8.6 Once you have highlighted the document you would like to attach, press the **Open** button.

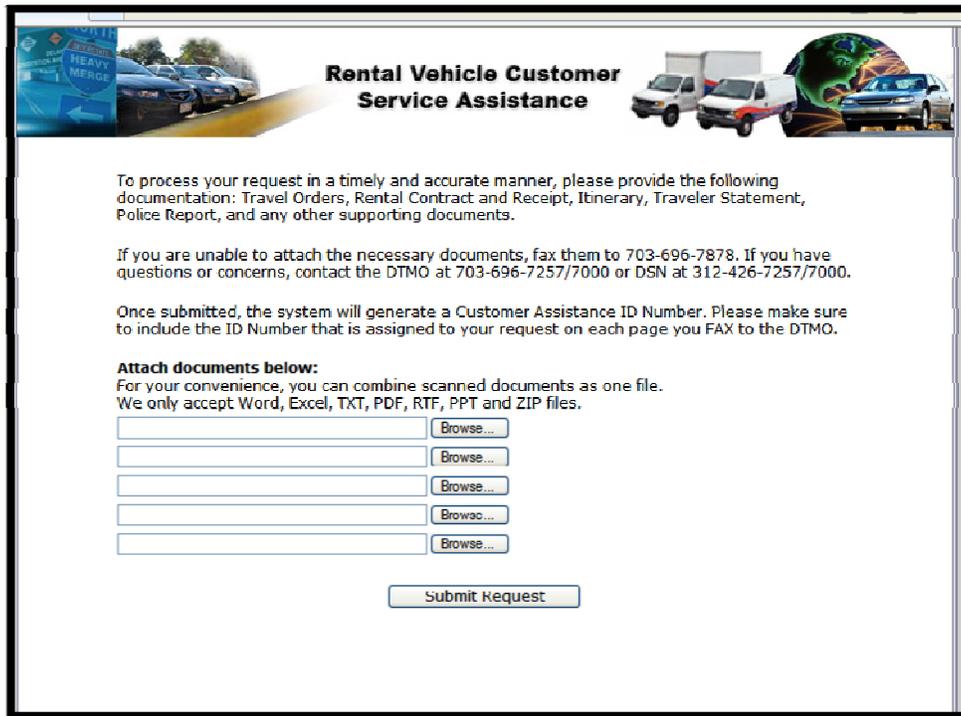
8.7 The file will be entered automatically into the textbox and will attach the file when you submit the request.

8.8 Add any additional files, as necessary, in each of the remaining boxes following the process described in steps 8.4 through 8.7.

8.9 After all supporting documentation has been entered into the textboxes; review your assistance request for errors and missing documentation. Once you are certain the assistance request is complete and correct, press the **Submit Request** button to submit your assistance request.

8.10 **Note:** You will be unable to re-access your assistance request once you have submitted it. Be sure to print a copy of your request to save for your records and tracking purposes. Or, if you wish, you may copy and paste the request into a word document to save an electronic copy.

- 8.11 An email will be sent to the Application Administrator and to you, the traveler, when a request has been submitted.
- 8.12 You will be updated by the Transportation Assistant via email regarding your rental vehicle customer service assistance request.



The screenshot shows a web form titled "Rental Vehicle Customer Service Assistance". The header features a banner with a blue sign on the left that says "HEAVY MERGE" and a globe on the right. Below the banner, the text reads: "To process your request in a timely and accurate manner, please provide the following documentation: Travel Orders, Rental Contract and Receipt, Itinerary, Traveler Statement, Police Report, and any other supporting documents." It also provides contact information for the DTMO and DSN. A section titled "Attach documents below:" includes instructions on file formats and five "Browse..." buttons for document uploads. A "Submit Request" button is located at the bottom of the form.

**Rental Vehicle Customer Service Assistance**

To process your request in a timely and accurate manner, please provide the following documentation: Travel Orders, Rental Contract and Receipt, Itinerary, Traveler Statement, Police Report, and any other supporting documents.

If you are unable to attach the necessary documents, fax them to 703-696-7878. If you have questions or concerns, contact the DTMO at 703-696-7257/7000 or DSN at 312-426-7257/7000.

Once submitted, the system will generate a Customer Assistance ID Number. Please make sure to include the ID Number that is assigned to your request on each page you FAX to the DTMO.

**Attach documents below:**  
For your convenience, you can combine scanned documents as one file.  
We only accept Word, Excel, TXT, PDF, RTF, PPT and ZIP files.