

Rental Vehicle Claims Application User's Manual



Document History

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Table of Contents

1.0	RENTAL VEHICLE CLAIMS OVERVIEW	4
2.0	CLAIM DEFINITIONS & REQUIREMENTS	5
3.0	ACCESSING THE RENTAL VEHICLE CLAIMS APPLICATION	7
4.0	SUBMITTING A CAR RENTAL CLAIM	8
5.0	SUBMITTING A TRUCK RENTAL CLAIM	12
6.0	SUBMITTING A SERVICE ISSUE/COMPLAINT	16
7.0	ATTACHING SUPPORTING DOCUMENTS TO REQUEST.....	20

1.0 Rental Vehicle Claims Overview

- 1.1 The Rental Vehicle Claims Application provides a simplified process for the traveler to submit an accident or service claim via a standardized data-entry format.
- 1.2 The following steps describe the claims process:
 - 1.2.1 The traveler submits an online claim report that describes the subject incident.
 - 1.2.2 The system notifies the rental claims administrator that a new claim has been added to the Rental Vehicle Claims database.
 - 1.2.3 The claims administrator reviews the claim information and assigns the report to a Transportation Assistant for resolution.
 - 1.2.4 The assigned Transportation Assistant will work with the involved parties to collect all necessary information regarding the claim to assist in a speedy resolution. Information may be obtained from the traveler, rental company representative, insurance company, and others accordingly. The Transportation Assistant will record all findings in the claim record located in the system database.
- 1.3 The traveler will be notified via email in the following situations:
 - 1.3.1 If the claim was successfully filed. This e-mail will provide a unique claim ID number.
 - 1.3.2 If the Claims Administrator determines that additional documentation is needed to proceed in the claims 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 the claims processing has begun.
 - 1.3.3 Once the claim has been resolved fully, the user will receive an email including details of the claims settlement.
 - 1.3.4 If the claim must be forwarded to the claimant's JAG/legal office for further action, the claim will be closed in the claims tool. An email will be sent to the claimant advising them that the claim has been sent to legal offices for completion.
 - 1.3.5 Whenever the Transportation Assistant feels an email is necessary.

2.0 Claim Definitions & Requirements

- 2.1 Claims are based on incidents that occur when the vehicle is rented for official government business. There are two types of claims; accidents and service issues:
 - 2.1.1 Incidents resulting in damages or injuries (e.g. an accident). Most rental vehicle claims fall under this category. If a claim is not resolved between DTMO and the rental company or the traveler, it might go to litigation. When these claims are turned over to JAG or the courts, they are considered “closed” in the Car Rental Claims application.
 - 2.1.2 Complaints regarding service provided by the rental company.
- 2.2 Claims may be filed by:
 - 2.2.1 The traveler
 - 2.2.2 A point of contact on behalf of the traveler
 - 2.2.3 The vehicle rental company
- 2.3 The traveler must provide copies of the following documents before processing can begin on a claim:
 - 2.3.1 Travel Orders - Mandatory
 - 2.3.2 Rental Contract - Mandatory
 - 2.3.3 Traveler’s Statement – Mandatory
 - 2.3.4 Itinerary – If an itinerary is available
 - 2.3.5 Police Report – If a police report was filed
- 2.4 Each claim involves only one rental company. It is permitted to have more than one claim on file for each rental company, as well as more than one claim per incident.
- 2.5 Point of contact (POC) information on each claim is as follows:
 - 2.5.1 If the traveler is submitting the claim, only the traveler’s contact information is necessary. Alternate POC information is recommended in case the traveler cannot be reached.
 - 2.5.2 If the claim is submitted by someone other than the traveler, traveler and alternate POC information is required.
 - 2.5.3 If the claim is submitted by a rental company, traveler and rental company POC information is required is required
- 2.6 A claim can be for a service issue complaint or for damage/personal injury.

2.7 A claim does not necessarily involve monetary costs.

3.0 Accessing the Rental Vehicle Claims Application

- 3.1 To access the Rental Vehicle Claims Application, click on the Rental Car Claims Application link on <https://www.defensetravel.dod.mil/rental/>.
 - 3.1.1 No user name or password is required to complete a claim form.
- 3.2 You will have a choice of submitting a **Car Rental Claim (including SUVs)**, a **Truck Rental Claim**, or a **Service Issue/Complaint**.
 - 3.2.1 **Note: After you have submitted your claim, you will not be able to make edits to the claim.** Please ensure that the information you have entered and the supporting documentation for your claim are complete and accurate.
 - 3.2.2 If you find that you need to add or correct an item on your claim after you have submitted it,

4.0 Submitting a Car Rental Claim

- 4.1 Click on **Submit a Car Rental Claim** from the main menu to retrieve the form used to enter a claim request.
- 4.2 Enter your rental car contract number.
- 4.3 Click the appropriate bubble to indicate your role as a traveler, traveler POC, or rental company POC.



DTMO Vehicle Rental Claims System

Car Rental Claim

[Return to Menu](#) | [Instructions](#)

Rental Contract No.:

What is Your Role? Traveler Traveler POC Rental Company POC

4.4 Traveler Information:

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

- 4.4.1 Your first name
- 4.4.2 Your middle initial (optional)
- 4.4.3 Your last name
- 4.4.4 Your telephone number in **xxx-xxx-xxxx** or **DSN xxx-xxxx** format
- 4.4.5 Your telephone extension, if necessary
- 4.4.6 Your email address
- 4.4.7 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:

4.5 Traveler POC Information:

If you are entering the claim 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:

- 4.5.1 POC's first name
- 4.5.2 POC's middle initial (optional)
- 4.5.3 POC's last name
- 4.5.4 POC's telephone number in **xxx-xxx-xxxx** or **DSN xxx-xxxx** format
- 4.5.5 POC's telephone extension, if necessary
- 4.5.6 POC's email address

Traveler POC			
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"/>
	<small>xxx-xxx-xxxx or DSN xxx-xxxx</small>		
Email:	<input type="text" value="james.jones@pentagon.mil"/>		
Verify Email:	<input type="text" value="james.jones@pentagon.mil"/>		

4.6 Rental Company POC Information:

If you are a **rental company POC**, enter the following information under the **Rental Company POC** section:

- 4.6.1 Your first name
- 4.6.2 Your middle initial (optional)
- 4.6.3 Your last name
- 4.6.4 Your telephone number in **xxx-xxx-xxxx** or **DSN xxx-xxxx**
- 4.6.5 Your telephone extension, if necessary
- 4.6.6 Your email address

Rental Company POC			
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"/>
	<small>xxx-xxx-xxxx or DSN xxx-xxxx</small>		
Email:	<input type="text" value="ccar@abcars.com"/>		
Verify Email:	<input type="text" value="ccar@abcars.com"/>		

4.7 Claim/Incident Information:

- 4.7.1 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 December 5, 2007 through December 8, 2007, you would enter 12/05/07.
- 4.7.2 Enter the rental company incident claim reference number, if applicable.
- 4.7.3 The type of vehicle (car) has been entered automatically for you.
- 4.7.4 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.
- 4.7.5 Enter the location (airport or city and state) where the rental car was obtained.
- 4.7.6 Enter the number of additional drivers included on the rental vehicle. If no other drivers were included, enter 0.
- 4.7.7 If applicable, enter the name of any additional drivers.
- 4.7.8 Enter the date of the incident (in MM/DD/YY format).
- 4.7.9 Enter the claim amount. If there is no monetary claim, enter zero.
- 4.7.10 Provide a detailed description of the incident and any other pertinent information in the **Description** text box.
- 4.7.11 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 7](#) for information on submitting attachments)

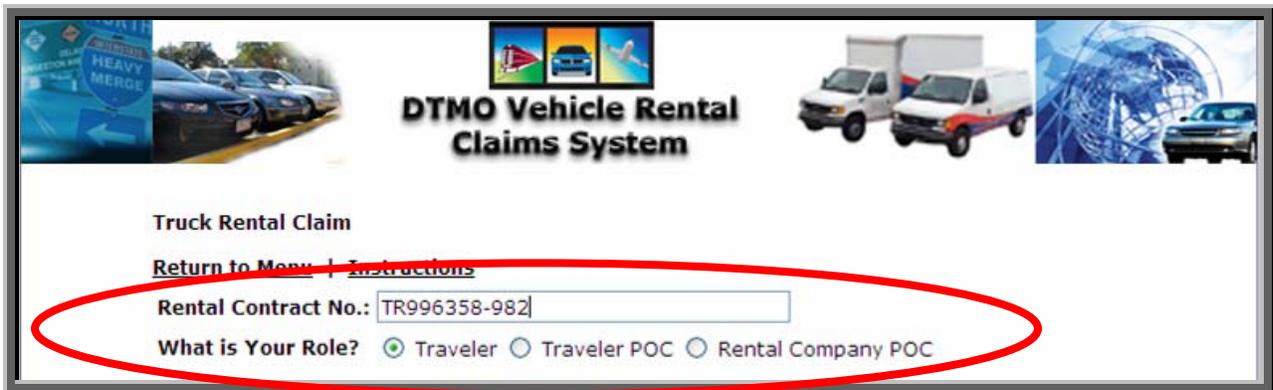
The screenshot shows a web form with the following fields and values:

- Date of Rental: 12/05/07
- Rental Company Claim Reference No.: XXXXX123456
- Vehicle Type: Car
- Rental Company: Other (dropdown menu)
- If Other, enter Rental Company Name below: ABC Car Rental
- Rental Location: Washington Dulles Airport
- Number of Additional Drivers: 1
- Names of Additional Drivers, if any: Zippy Caledon
- Incident Date: 12/06/07
- Claim Amount: \$350.00
- Description: The left rear turn signal light lens was broken in parking lot. There were no witnesses and no personal injury occurred.

A Submit button is located at the bottom center of the form.

5.0 Submitting a Truck Rental Claim

- 5.1 Click on **Submit a Truck Rental Claim** from the main menu to retrieve the form used to enter a claim request.
- 5.2 Enter your truck rental contract number.
- 5.3 Click the appropriate bubble to indicate your role as a traveler, traveler POC, or rental company POC.



DTMO Vehicle Rental Claims System

Truck Rental Claim

[Return to Menu](#) | [Instructions](#)

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 the claim 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

Traveler POC			
First Name:	<input type="text" value="Hera"/>	M.I.:	<input type="text"/>
Last Name:	<input type="text" value="Olympiad"/>		
Phone:	<input type="text" value="703-666-6666"/>	Ext.:	<input type="text"/>
<i>xxx-xxx-xxxx or DSN xxx-xxxx</i>			
Email:	<input type="text" value="holympiad@anywhere.com"/>		
Verify Email:	<input type="text" value="holympiad@anywhere.com"/>		

5.6 Rental Company POC Information:

If you are a **rental company POC**, enter the following information under the **Rental Company POC** section:

- 5.6.1 Your first name
- 5.6.2 Your middle initial (optional)
- 5.6.3 Your last name
- 5.6.4 Your telephone number in **xxx-xxx-xxxx** or **DSN xxx-xxxx**
- 5.6.5 Your telephone extension, if necessary
- 5.6.6 Your email address

Rental Company POC			
First Name:	<input type="text" value="Nellie"/>	M.I.:	<input type="text"/>
Last Name:	<input type="text" value="Fig"/>		
Phone:	<input type="text" value="604-999-9999"/>	Ext.:	<input type="text"/>
<i>xxx-xxx-xxxx or DSN xxx-xxxx</i>			
Email:	<input type="text" value="n.fig@bigtrucks.com"/>		
Verify Email:	<input type="text" value="n.fig@bigtrucks.com"/>		

5.7 Claim/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 December 5, 2007 through December 8, 2007, you would enter 12/05/07.
- 5.7.2 Enter the rental company incident claim reference number, if applicable.
- 5.7.3 The type of vehicle (truck) 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 truck 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 claim and continue to the next page, where you can attach related documents. (see [chapter 7](#) for information on submitting attachments)

Date of Rental: 10/01/07

Rental Company Claim Reference No.: BT397

Vehicle Type: Truck

Rental Company: Other

If Other, enter Rental Company Name below:
Big Trucks Rentals

Rental Location: Cardiff, Wales

Number of Additional Drivers: 0

Names of Additional Drivers, if any:

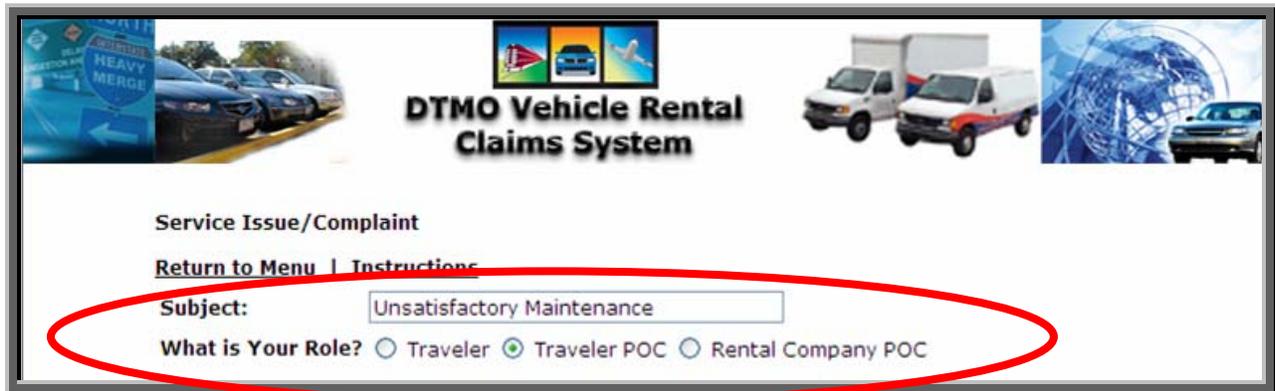
Incident Date: 10/03/07 Claim Amount: \$0.00

Description: Truck slid off road into trough of sheep dip.

Submit

6.0 Submitting a Service Issue/Complaint

- 6.1 Click **Submit a Service Issue/Complaint** from the main menu link from the main menu to retrieve the form used to enter a claim request.
- 6.2 Enter the subject of your service issue/complaint.
- 6.3 Click the appropriate bubble to indicate your role as a traveler, traveler POC, or rental company POC.



DTMO Vehicle Rental Claims System

Service Issue/Complaint

[Return to Menu](#) | [Instructions](#)

Subject:

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 claim 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

Traveler POC			
First Name:	<input type="text" value="M."/>	M.I.:	<input type="text"/>
Last Name:	<input type="text" value="Drumknott"/>		
Phone:	<input type="text" value="999-999-9998"/>	Ext.:	<input type="text"/>
	<i>xxx-xxx-xxxx or DSN xxx-xxxx</i>		
Email:	<input type="text" value="mdrumknott@dw.web"/>		
Verify Email:	<input type="text" value="mdrumknott@dw.web"/>		

6.6 Rental Company POC Information:

If you are a **rental company POC**, enter the following information under the **Rental Company POC** section:

- 6.6.1 Your first name
- 6.6.2 Your middle initial (optional)
- 6.6.3 Your last name
- 6.6.4 Your telephone number in **xxx-xxx-xxxx** or **DSN xxx-xxxx**
- 6.6.5 Your telephone extension, if necessary
- 6.6.6 Your email address

Rental Company POC			
First Name:	<input type="text" value="W."/>	M.I.:	<input type="text"/>
Last Name:	<input type="text" value="Rincewind"/>		
Phone:	<input type="text" value="888-999-9999"/>	Ext.:	<input type="text"/>
	<i>xxx-xxx-xxxx or DSN xxx-xxxx</i>		
Email:	<input type="text" value="rincewindw@tires.net"/>		
Verify Email:	<input type="text" value="rincewindw@tires.net"/>		

6.7 Claim/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 car rental was from December 5, 2007 through December 8, 2007, you would enter 12/05/07.
- 6.7.2 Enter the rental company incident claim reference number, if applicable.
- 6.7.3 The type of vehicle (car) 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 car 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 claim and continue to the next page, where you can attach related documents. (see [chapter 7](#) for information on submitting attachments)

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

- Date of Rental:** 10/01/07 (with a calendar icon)
- Rental Company Claim Reference No.:** TR22030
- Vehicle Type:** None
- Rental Company:** Other (dropdown menu)
- If Other, enter Rental Company Name below:** Tires-R-Us
- Rental Location:** Lancre, DW
- Incident Date:** 10/02/07 (with a calendar icon)
- Service Issue Type:** Other (dropdown menu)
- Description:** Clock in car was broken; instead of going tick-tock, it went tock-tick. Occassionally, it would go tock-tock-tick.

A **Submit** button is located at the bottom center of the form.

7.0 Attaching Supporting Documents to Request

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

- 7.1.1 Your travel orders - Mandatory
- 7.1.2 Rental contract - Mandatory
- 7.1.3 Traveler's statement - Mandatory
- 7.1.4 Your itinerary – *If you have a printed itinerary*
- 7.1.5 Police Report – *If a police report was filed*

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

703-696-7878

Attn: Vehicle Claims

Regarding Claim ID # *(from e-mail sent to you after your claim is submitted)*

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

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

7.5 Locate the supporting document file.

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

7.7 The file will be entered automatically into the textbox and will attach the file when you submit the claim.

7.8 Add any additional files, as necessary, in each of the remaining boxes following the process described in steps 8.2 through 8.5.

7.9 After all supporting documentation has been entered into the textboxes, review your claim for errors and missing documentation. Once you are certain the claim is complete and correct, press the **Submit Claim** button to submit your claim.

7.10 **Note:** You will be unable to re-access your claim once you have submitted it. Be sure to print a copy of your claim to save for your records.

Or, if you wish, you may copy and paste the claim into a word document to save an electronic copy.

- 7.11 An email will be sent to the claims administrator and to you, the traveler, when a claim has been submitted.
- 7.12 You will be updated by the claims administrator via email regarding your car rental claim.