



National Emergency Rental Vehicles (NERV)



Enterprise Mobility (EM) Holdings Standard Operating Procedure

Scope and Utilization of the NERV IBPA

- This BPA ('Agreement') is intended to be utilized by personnel from the NWCG agencies which include Bureau of Indian Affairs, Bureau of Land Management, U.S. Fish & Wildlife Service, National Park Service, USDA - Forest Service, and the National Association of State Foresters. Other USDA agencies are also authorized to place orders against this BPA.
 - Current Award ([link](#))
 - Contractors (VIPR, EERA, etc.) are NOT allowed to use the NERV BPA or operate the vehicles.
- The NERV program is an acquisition tool for **emergency** incident rental vehicles.
 - The use of NERV vehicles for known fleet shortages or non-emergency events is prohibited.
 - NERV is not to be used, for example, for training, preparedness, staff rides, etc.
 - NERV is currently available only to single resources in supporting RX burns on USFS land.
- Appropriate utilization of the NERV IBPA
 - ANY single resource from the NWCG partner agencies included above responding to an incident whose position requires a vehicle with 4x4 high ground clearance and Heavy Duty (HD) tires to meet the needs of the assignment (3/4-ton and 1-ton trucks with off-road tires only).
 - ANY Single resource from the NWCG partner agencies included above who is responding to an incident, needs a rental to meet the needs of the mission, and is not able to obtain a vehicle through regular agency travel protocols, which may include Administratively Determined (AD)/Casual employees and new employees who have not yet obtained an agency travel card).
 - Equipment Resource Pool vehicle(s). These vehicles will be managed by ground support unit, or by dispatch if ground support is not established, and will be utilized by multiple resources. The Ground Support Unit Leader (GSUL) requesting the NERV vehicles must be listed as the renter. Using generic or fictitious information to identify the renter such as Big Fire E-15 or Smokey Bear is not acceptable. The GSUL will be listed as the renter of, and will be responsible for, tracking the NERV pool vehicles until such time that the vehicles are either returned to Enterprise or the identified GSUL transfers the vehicles to a successor GSUL. This transfer will be done via General Message (GM) to dispatch, and dispatch will make a note under documentation in the IROC NERV request. The Enterprise Open Ticket (OTR) report will not change. The GM should also be attached to the NERV request in IROC.
- The agency electronic travel system (ETS, BCD, Duluth, Concur, etc.) cannot be circumvented if resources can use agency travel systems to reserve (non-heavy duty) rental vehicles, and contractors or cooperators not included in the scope described previously are not authorized to use NERV. Resource Orders (ROs) often include in Special Needs, "AOV, POV, Rental, NERV approved." The dispatcher and the resource being mobilized share the responsibility to ensure the proper reservation platform is utilized if a rental vehicle is used. Once a vehicle is reserved on the NERV billing, it is considered a NERV rental and should not be paid via travel card or credit card unless directed by a NERV team member. Reserving under NERV and then paying with an agency travel card or personal card could impact how the operator is protected for liability.

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NERV Staff and Customer Service

The NERV IBPA is a Forest Service Agreement administered by a warranted Contracting Officer and a team of agency support staff. The NERV team of support staff have responsibilities to both the vendor(s) and to the user community but are not vendor representatives. The NERV team is responsible for communicating with the awarded vendor(s), intake of user packages, vendor invoices, payments, claims, and staffing the NERV Support Phone (year-round 0800-1100 and 1300-2000 MT). The awarded vendor is responsible for reservations, edits, and cancellations. The NERV Support staff can assist users by providing contact numbers and advice on appropriate utilization of the agreement, issues with the vendor, and accident reporting and requirements; however, the NERV Team is not the vendor and doesn't have access to the vendor's reservation system. NERV Support is not an emergency number and has limited ability to assist with emergency situations. Users should contact Enterprise or Dispatch first whenever possible.

NERV Support	IROC Support	Vendor Support
NERV Support: 208-390-4868 NERV Email: sm.fs.nerv@usda.gov	Issues with IROC: IIA Help Desk 866-224-7677	Additional Enterprise Support: enterprisesupport-usfs@em.com Reservations <ul style="list-style-type: none">Enterprise Standard Reservations/Cancellations 855-266-9565HD Vehicle Rental Support Reservations 844-665-4702<ul style="list-style-type: none">(Mon - Fri 8:00 - 17:00 CST) Roadside Assistance Phone Numbers <ul style="list-style-type: none">1/2-ton trucks, SUV's, mini vans and sedans: 1-800-307-6666HD Pick-up Trucks and Box Trucks: 1-888-736-8287 ext. 3

Drivers and Licensing

NERV vehicles are considered fleet vehicles.

- All casual hires must be approved to drive Agency Owned Vehicles, including NERV Rentals.
- All NERV users must follow their home agency driving policies.

Resource Orders

NERV reserved under IROC NERV have the following business rules built into the reservation system:

O# requests

- If the request is for a single responder, the reservation is to be made on the O-#.
- If the request is for an Overhead Group (team, module, etc.) the reservation is to be made utilizing the subordinate to the parent resource order number. *Example:* O-1.1

E# requests

- If the request is for pool vehicles, an E-# must be used and the reservation is to be made in the name of the responsible party who will be available through the duration of the incident. This should be the Ground Support Unit Leader, or a dispatcher/Transportation Manager if Ground Support is not established. Pool vehicles will automatically be filled in IROC once they have been rented, and the Open Ticket Report (OTR) data has been received from Enterprise. Resource Assigned information will be formatted as: NERV <vendor> <last 6 of VIN>. As an example: NERV Enterprise 123456. If fill

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information is not complete after 24 hours, contact the IROC Help Desk.

- If the request is for an Equipment order that is rostered (Engine, Dozer Operator) the reservation is to be made for the person who will be responsible for ensuring the documentation will be submitted to NERV using the subordinate to the parent resource order number. *Example - E-1.1*

C# requests

- The reservation is to be made for the person who will be responsible for ensuring the documentation will be submitted to NERV using the subordinate to the parent resource order number. *Example – C-1.1*

A# requests

- The reservation ss to be made for the person who will be responsible for ensuring the documentation will be submitted to NERV using the subordinate to the parent resource order number. *Example – A-1.1.*

Resource Type	Vehicle Type	Source of Supply	Who Places the Order	Resource Request Number	Payment Processing
Ground Support / Mobilization Center "pool" vehicles (vehicles ordered at time of need and managed by ground support, dispatch, buying team, or local district and used no more than 120 days)	Heavy-duty (HD) 4x4 SUVs & Pickups Cargo vans Box vans Stake-side-trucks	NERV	Dispatch	"E" number with appropriate documentation (one "E" number per vehicle)	Completed payment sheet submitted Every 30 days. Rental agreement (from Enterprise) Inspection sheet Resource order (each assignment/user) Damage/claims w/complete information Photos Agency-specific forms (signed)
Personnel requiring a vehicle for off-road use (with or without Agency Travel Card)	Heavy-duty (HD) pickups (3/4-ton and 1-ton).	NERV	Dispatch	Documentation on "O/C/E/A" number as " Rental Vehicle Authorized "	Completed payment sheet submitted Every 30 days. Rental agreement (from Enterprise) Inspection sheet Resource order (each assignment/user) Damage/claims w/complete information Photos Agency-specific forms (signed)
Personnel with Agency Travel Card or otherwise self-sufficient with no requirement for off-road use.	Follow the Federal Travel Regulations; use vehicles within the scope of the Government Rental Car Agreement.	Agency ETS, BCD, Duluth, Concur, etc. (NOT NERV)	Dispatch or overhead personnel through ETS, BCD, Duluth, Concur, etc.	Documentation on "O/C/E/A" number as " Rental Vehicle Authorized "	Agency travel charge card or personal credit card per agency policy.
AD/Casual Hire/New Employees without Agency Travel Card	Follow the Federal Travel Regulations. Appropriate/approved vehicle for the assignment.	NERV	Dispatch	Documentation on "O/E/C/A" number as " Rental Vehicle Authorized "	Completed payment sheet submitted Every 30 days. Rental agreement (from Enterprise) Inspection sheet Resource order (each assignment/user) Damage/claims w/complete information Photos Agency-specific forms (signed)
Season-long rental (SLR)	4x4 SUVs & Pickups Mini vans Cargo vans Box vans Stake-side-trucks	Agency fleet (holdover, etc.) GSA Short-Term Rental		"E" number with appropriate documentation (one "E" number per vehicle)	No longer available through NERV

*In the case of team/group mobilization where Special Needs include multiple approved travel options

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(POV/AOV/Rental), it is the responsibility of the sending and receiving dispatcher/dispatch center to ensure vehicle approvals follow Federal Travel Regulations and are the appropriate vehicle for the mission.

NERV Package - Requirements and Submission:

It is the responsibility of the operator (Standard/HD Vehicles) and Ground Support/Dispatch (Pool Vehicles) to ensure the vehicle is tracked and the NERV Payment Cover sheet is submitted to NERV when the vehicle has been returned to Enterprise, **or every 30 calendar days not to exceed 120 day maximum rental limitation.**

NERV packages are considered financial documentation and utilized by the NERV team to make payments to the vendor. Accurate tracking of assignments and reassignments is critical to ensure fiscal responsibility and reporting of costs to the incident. The resource order must have a financial/job code in the top right-hand box of the IROC resource order form including the **full P-code and override code**. If the assignment exceeds 30 calendar days, ensure the party responsible submits a NERV package **every 30 calendar days not to exceed 120 day maximum rental limitation.**

The list of required associated documents that must be submitted is provided on the bottom left corner of the Payment Cover Sheet. The complete package will include: the following:

- Completed Payment Cover Sheet.
- A copy of the original order used to rent the vehicle and each resource order the responder and/or vehicle was assigned to.
 - If the vehicle was initially ordered on a support incident, ensure the initial resource order is provided to the responder, that the responder documents it as the first assignment on the Cover Sheet, and that the original RO is included in the NERV package when it is submitted at the end of the assignment.
- The Commercial Rental agreement (provided by Enterprise when the vehicle is picked up or delivered).
- A copy of all Ground Support Equipment Inspections (OF-296s).
- A copy of all damage or accident documentation if the vehicle sustained any damage.
- Pool Vehicle only - Pool Vehicle Custody log for those vehicles operated by multiple personnel.

Instructions for submitting the NERV Payment Cover Sheet are provided at the top left corner of the sheet.

- All required documentation **combined and scanned as one PDF file per vehicle.**
- Scan/Save the PDF using this naming convention: (AB-CDE-000000_O-1-Plate#)
- Email the PDF to NERV: sm.fs.nerv@usda.gov
- If the package is not complete or if additional information is needed, a NERV team member will email requesting any missing documentation.
- Package must be submitted in accordance with Federal Travel Regulations (FTR) of five (5) working days after completion of an assignment and NERV being returned to Enterprise, or every 30 days if still on assignment and still in use.

Incident Reassignment

Any responder with a NERV vehicle that is reassigned must have "rental vehicle authorized" documented on the new resource order along with the vehicle information. All Pool reassignments will be tracked on the NERV coversheet. Ensure all resource orders are kept for submission in the final package.

- Ensure the initial Resource Order is provided to the responder, that the responder documents it as the first assignment on the Cover Sheet, and that the original RO is included in the NERV package when it is submitted at the end of the final assignment. If the assignment exceeds 30 calendar days, ensure the resource knows the payment package must be submitted **every 30 calendar days.**

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Reassigning Vehicles to another person or incident:

- Single Resource Overhead, O dot, A dot, C dot numbers (O-1, O-1.1, A-1.1 and C-1.1). **No.** Person-to-person vehicle reassignments are prohibited and must be returned to the rental provider.
- E dot numbers (E-1.1). **No.** Person-to-person reassignments are prohibited and must be returned to the rental provider.
- Equipment (E) pool vehicles. **Yes**, by ground support or dispatch only. Ground support and dispatch centers are the only facilitators of a pool vehicle reassignment. Only HD vehicles are eligible for reassignment. Ground support and dispatch centers reserve the right not to facilitate reassignment. E pool vehicles should only be transferred to another E-number. For example, from the Smokey Fire E-1 to Woodsy Fire E-3. Give a complete copy of the NERV package to the new incident. The new incident will continue to update the Coversheet with new incident information and add new Resource Orders to the package.
- Additional guidance:
 - For O, O dot, A dot, C dot, and E dot, the operator and vehicle can be reassigned together from incident to incident, but the vehicle must be returned by the original renter to the rental provider after the final assignment is complete. The vehicle must always be on an IROC Resource Order while the vehicle is under rent.
 - E pool vehicles need to use the Pool Vehicle Custody Log every time a new operator is using the pool vehicle. This will ensure the incident is aware of who has possession of the rental and who to contact for damage found during that period.

Fueling and Rental Returns

- Fleet/WEX cards are not to be used on NERV rental vehicles.
- Persons in travel status will purchase fuel with an agency travel card or personal credit card and claim reimbursement for the fuel on a travel voucher.
- Persons NOT in travel status will request an S# to purchase fuel with a purchase card. If the resource does not have a purchase card, the resource can request assistance from a local unit purchase card holder.
- Persons fueling NERV vehicles that are not assigned to them (ground support, FSCs, pool vehicles, etc.) will request an S# and purchase the fuel with a purchase card.
- Vehicles must be returned with a full tank of fuel. NERV users are required to refuel prior to returning the vehicle to the Enterprise drop-off location. Users may be invoiced separately if returned without a full tank of fuel.
- Ensure the fuel tank is full and the vehicle is clear of all personal belongings (including trash) prior to return.
- Ensure that the correct fuel type (i.e., Gas vs Diesel) is used. [Click here for the difference in Fuel Types.](#)

Accident/Damage

If any accident or damage occurs during use, the renter will follow the renter's home agency procedures, including obtaining photos of the damage, completing all appropriate agency forms (e.g., SF-91, SF-94), and obtaining any police report. Additionally, the renter must ensure that his or her home unit supervisor, incident supervisor, and home dispatch center are notified in the event any are contacted for follow-up information. All documents will be included in the NERV Package and submitted to the NERV email: sm.fs.nerv@usda.gov. For non-pool, include the plate number in an email and all forward Accident/Damage documents to the NERV email sm.fs.nerv@usda.gov. If Comp/Claims/FSC or Dispatch are in receipt of the Accident/Damage Documentation, it should be forwarded to sm.fs.nerv@usda.gov with the RO so NERV Claims can be sure they received it for the operator.

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Damage Only

- Please document any damage on a General Message (ICS-213), email statement or OF-289 and submit that information with the NERV Package for Pool Vehicles or an email with plate number for non-Pool Vehicles . For major damage like burn overs or rollovers, please Call NERV Support immediately at 208-390-4868.

Accidents

- Call NERV Support immediately 208-390-4868
- A NERV user may be at fault for accidents involving third parties; therefore, the user must notify the home agency as it is the user's agency who is responsible for processing any tort claim(s) that may result.
- If a user receives a NERV claim form from Enterprise, the claim should be forwarded to sm.fs.nerv@usda.gov. Do not pay or retain a lawyer, prior to contacting NERV Support.
- If the vehicle is inoperable, please contact the rental location immediately.
 - For Standard rental roadside assistance call: 1-800-307-6666
 - For HD trucks and box trucks rental roadside assistance call: 1-888-736-8287 ex 3

Frequently Asked Questions

I'm trying to make a NERV reservation on nerv.firenet.gov and the link is gone?

NERV Reservations are now exclusively made in IROC starting May 28th, 2025.

Do I need Dispatch IROC access to make a NERV Reservation?

Yes.

Can I make the Reservation at the Enterprise Counter or on the phone?

No, the only way to get a NERV Reservation is via IROC. If you have issues making the Reservation, please look at the IROC help or call the IROC Help Desk.

Can I make a NERV Reservation without an IROC Request?

No. For Standard and HD request, the IROC Request must be filled. For Pool Request, they must be pending.

What is the difference between a Standard Vehicle, HD Vehicle, and Pool Vehicle?

Standard Vehicle:

- Standard Vehicle is a ½ ton (i.e. 1500, F-150) and below for those without a Government Travel Card and will get an immediate Confirmation Number. Will always be on an Overhead or Subordinate Request (e.g., O-1, O-1.1, C-1.1, A-1.1, E-1.1)

HD Vehicle:

- HD Vehicle is requested in IROC under a NERV Request and is a ¾ ton (i.e. 2500, F-250) up to a Box Truck. Will always be on an Overhead or Subordinate Request (e.g., O-1, O-1.1, C-1.1, A-1.1, E-1.1)

Pool Vehicle:

- Pool Vehicle can be any type of vehicle but must be an Equipment Transportation RO (E-1).

I made a reservation and no longer need it. How can I cancel it?

As long as picked up the vehicle, you can cancel the reservation within IROC for Standard Vehicles. For HD or Pool Vehicles, you will need to contact Enterprise at Enterprise at (844)665-4702. You can also email enterprisesupport-usfs@em.com.

Can I modify an existing reservation?

For standard vehicles, within the reservation email there is a link to modify it or by clicking on canceling NERV Request but then hitting the Modify button. You can also call (855)266-9565 or email enterprisesupport-usfs@em.com. For HD or Pool Vehicles, you will need to contact Enterprise at (844)665-4702. You can also email enterprisesupport-usfs@em.com.

My Crew (Handcrew, IHC, Camp etc), Fire Module, Helicopter Crew, Engine or Dozer needs a rental vehicle for the fire season, can NERV be used?

You will need to check with your agency Fleet Manager to see if there is an option for an Agency Holdover or a GSA Short Term Rental (STR). Due to liability reasons with no insurance or GARs and the increased cost (estimated at \$120 a day) due to being able to take the HD Vehicles off road, NERV is not always the best choice. However, if there is no other option, Dispatch should order it as a Pool Vehicle Equipment Transportation (i.e. PUP2-Pickup Type 2), with the Supervisor (i.e. CRWB, Superintendent, HEMG, ENGB etc.) being listed as the Ground Support Name. When not on an incident, it will need to be on a Support or Severity code. A NERV coversheet will be required every 30 days. See below on the R&R Rules. In addition, vehicles **cannot** be kept beyond 120 days.

Why do NERV Standard and HD Vehicles need to be ordered under an Overhead (O-1) or Subordinate (i.e. O-1.1, C-1.1, A-1.1, E-1.1) Request?

Standard and HD Vehicles must have a responsible party to track the NERV including documenting damage. In addition, these are not considered Pool Vehicles and are tracked under the RO of the Overhead (O-1) or Subordinate (i.e. O-1.1, C-1.1, A-1.1, E-1.1).

I have a NERV Standard/HD Vehicle and I'm demobing, can I turn it over to the incoming resource replacing me or leave it with Ground Support?

No. The NERV is in your name just like with ETS2/Concur or even a personal rental. The vehicle must be turned in and if the incoming resource or Ground Support needs a NERV, they would go through the normal NERV ordering process via Dispatch. If for some reason there is a pressing need for the incident to keep it, please call the NERV Support number but this is a "last resort" option and should be a rare occurrence!

How are invoices for vehicles acquired through NERV paid?

You will not pay for your NERV rental. The NERV program will be billed and process all payments. If you are requested to provide a credit card at any time, you've either not reserved the vehicle correctly or that local Enterprise is not operating correctly within the NERV program. For assistance, call NERV Support at 208-390-4868.

Can I take my NERV vehicle home or keep it over R&R?

You **cannot** take your NERV vehicle home. NERV vehicles are government vehicles. Responders must follow the same approval process for fleet vehicles as though the NERV vehicle were a regular agency vehicle. NERV vehicles should not be held in reserve over R&R. In the case the responder must pick up the vehicle in advance, the vehicle must be parked on a government facility and secured.

Can I take my vehicle off-road?

Only take the vehicle in areas or terrain that the vehicle is designed for. Be advised that brush scratches are considered damage and must be documented for the payment package.

What is the difference between an HD Truck and a Truck?

- A truck is generally a ½ ton truck (F150 or 1500) and is available at most locations including airports. These can be instantly reserved through the standard reservation option and have standard vehicle tires. Some ½ ton trucks do not have 4WD. If 4WD is required, then use the HD/Pool Vehicle Request procedures requesting a 4X4 in the request.
- An HD truck is a ¾-1 ton truck (F250, F350 or 2500, 3500) with off-road coverage and off-road approved tires. The reservation process for these vehicles is different and requires a call back from Enterprise to make pickup or delivery arrangements. The operating hours for the truck locations are limited.

Can I rent a 2-Door Coupe (i.e. Mustang, Challenger, Camaro etc.), convertible (i.e. Mustang, Camaro etc.) or Luxury Car (i.e. Alfa Romeo, BMW, Mercedes Benz etc.)?

No. In some cases they might be the same price or Enterprise might offer it up, however, you must decline and rent what was approved on the reservation. This requirement is monitored daily, and the operator will receive a call to return the rental! If this is the only vehicle available at the time of reservation, then please contact the NERV Support at 208-390-4868.

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I put in a request for a standard vehicle, and I have not received confirmation. What should I do?

- You will receive an instant email reservation when you reserve the vehicle. In addition, the confirmation number will be populated in the NERV Request.
- This will be sent to the email address inputted into the reservation request. Dispatch should always put their email in the reservation when prompted.
- Call the Enterprise Reservations/Cancellations support line if further assistance is needed: 855-266-9565
 - Phone prompts will be first "No" then "Yes."

I put in a request for an HD truck, and I have not received a call back, what do I need to do?

- You will receive an instant email confirmation when you reserve the vehicle.
- The truck depots have two (2) hours to respond to the requester with a reservation number during business hours. Users should not go to pick up the rental until they have a reservation in hand as there might not be a vehicle at the requested location.
- Enterprise has been requested to contact both the requester AND the driver, so please verify with one another that neither have been contacted before reaching out further.
- Call the HD Vehicle Rental Support Reservations support line for further assistance: 844-665-4702 (Mon - Fri 8:00 - 17:00 CST)
- Truck location operating hours are limited, and vehicles may not be available after hours or weekends. You will still receive a call that the request was received and when/where it will be available (this applies to HD pickups ONLY and not 4x4 premium trucks).

I need an HD truck, but it will not be available at the time that I need it. What can I do?

- Most of the HD trucks are at an "off-site" truck rental location which generally have different operating hours than a regular or airport branch. ([Link: Truck Locations and Hours](#))
- You MUST wait for a call back to arrange pick up or delivery.
- HD pickups will not always be available for evening or weekend pick up. This is not specific to the NERV program; NERV staff has no control over Enterprise operations including their designated operating hours.
- The dispatch center, responder and requesting incident can evaluate the date and time needed to facilitate the ability to get a vehicle during business hours or other transportation options.

I need a 4x4 vehicle, but I do not see any available, what should I do?

- You can reserve a 4x4 vehicle under the standard vehicle reservation option. You do not need to use the HD truck reservation process for these vehicles.
- The Enterprise website does not explicitly state "4x4" or "4-wheel drive" for the vehicle type when you are choosing the vehicle, but they are available.
- Reserve a truck or large SUV and notify the representative upon reservation confirmation that it needs to be 4x4.

Can I pull a government trailer with my rental vehicle?

Yes, if your rental vehicle has the capacity to pull a trailer. You must request a tow package when you reserve your vehicle. Operators must be licensed per agency policy to tow a trailer. Towing a personal trailer is generally not authorized and would require special approval through USFS FAM.

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Can I extend my rental beyond 120 days?

You **cannot** keep a NERV or extend the rental beyond 120-days. This is a USFS Fleet rule and not an Enterprise policy! **The vehicle must be returned.** If you get a call from Enterprise requesting you extend the rental prior to 120 days, remind them it is rented under the NERV Agreement, and no extension is necessary. If you do call to extend your rental and Enterprise requests that you return the vehicle, remind them it is rented under the NERV Agreement, and this was a courtesy call. If you have a vehicle out longer than 30 calendar days, you will need to send an interim payment package to NERV. All rentals are invoiced every 30 calendar days and NERV must have your documentation to process the payment.

Is there an age requirement for the driver?

Contact the Enterprise location where the reservation will be picked up to verify. There may be additional restrictions in some states per the state laws or license requirements.

Minimum age requirement per the BPA is restricted to government employees who are properly licensed individuals. Age restrictions apply to certain classes as provided below:

- 21 for large SUV's, Luxury, Premium Cars, Stake Bed, and Box/Cutaway Trucks
- 18 for all vehicles unless noted otherwise.
- The minimum driver age for Large Vans is 25
- See NERV BPA for 12 to 15 Passenger Van Requirements.

Can we use NERV in Canada?

Vehicles reserved on the NERV billing code are not allowed to be reserved for pick up in Canada, in addition, they also are prohibited from being reserved in the US and driven to Canada even when returning to the US.

Who pays for Toll Fees and Citations?

The single resource who rented the vehicle is responsible for paying the tolls, fees and citations and will have to follow their travel requirements for reimbursement. The incident is responsible for paying tolls, fees, and citations of pool vehicles.

What if I get a flat tire and need the tire repaired or replaced?

It is the host incident's responsibility to have the tire replaced. Do not put the cost on a travel card. You will need to request an S# and pay with a purchase card. The host incident is responsible for the cost.

If tire repair/replacement is not an option at the incident, contact Enterprise for an auto/tire retail establishment affiliated with Enterprise. An auto/tire retail establishment affiliated with Enterprise will replace the tire and bill NERV for the tire.

If it is an emergency, and you are stranded, or are no longer on the incident (traveling home, etc.), please contact Enterprise and they will coordinate a tow or replacement vehicle as necessary.

What if my vehicle breaks down, my check engine light comes on, or I need an oil change?

- Call the Enterprise phone number on the Rental Agreement and they will arrange to have the vehicle serviced or tow the vehicle and replace it. Enterprise will cover the cost of repairs and servicing.
- Do not take the vehicle to a mechanic or repair facility unless authorized by Enterprise.

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What if the vehicle is swapped out with a new vehicle?

- If vehicles are swapped out and the rental agreement number **does not change**, provide notes on the cover sheet, and continue using the same resource order and payment cover sheet.
- If vehicles are swapped out and **a new rental agreement number** is issued, the rental is finalized, and the responder must send the payment cover sheet and associated documents to NERV for the original reservation. Moving forward for pool vehicles, a new payment package will be needed.

When returning vehicles are we required to be return those to the pickup location?

All NERV vehicles should be returned to the Enterprise location where the vehicle was picked up; however, exceptions do occur. If circumstances require a different drop-off location, a drop fee will be incurred. When circumstances dictate that the vehicle cannot be returned to the original location (e.g., resource was reassigned to another incident in another state, became ill, etc.), a cost analysis will be calculated including the renter's M&IE, wages, drop-off fees, fuel, etc. and will be included in the payment package. Standard vehicles are charged \$1 per mile from pickup to drop location. HD vehicles are charged \$1 per mile from pickup to drop location. Reference the Agreement for additional daily fees for your cost analysis. If you rent a larger vehicle, please verify drop off availability as some airport locations have restrictions on the size of vehicle they can accept. The general rule is standard vehicle to Enterprise Locations and HD Vehicle to Enterprise Truck Locations. Remember there are fewer Enterprise Truck Locations, and they tend to be in bigger areas. [HD TRUCK LOCATIONS](#)