



National Emergency Rental Vehicles (NERV) Enterprise Standard Operating Procedure



JUNE 2026

Contacts:

Enterprise Roadside Assistance Phone Numbers

- 1/2-ton trucks 1-800-307-6666
- HD Pick-up Trucks 1-888-736-8287 ext. 3

Equipment Services Branch, ESB

Tonya Campbell

ESB, USFS National Zone

Contracting Officer

tonya.campbell@usda.gov

P: 208-521-6835

USFS Supplemental Fleet Inbox:

SM.FS.WONERVFFRent@usda.gov

Roles and Responsibilities

Contracting Officer (CO)

- Responsible for awarding initial agreement and evaluating any damage/claims on behalf of the government
- ESB POC (if applicable) Contract Coordinator to assist Contracting Officer with invoices and administration of agreement.

EAN Holdings LLC - Enterprise Rental

- Issuing vendor

USFS FAM Geographic Area Incident Business Lead (GAIBL) or Designee

- Point of Contact for Equipment Services Branch (ESB) to coordinate with local units for ordering, invoice reconciliation, and off boarding
- Coordination of Initial Requirements Package for one regional order
- Reviews invoices prior to submission to IPP

Vehicle Manager (VM)

- Government individual located on-site at local unit
- Provides oversight while vehicles are under agreement, to include condition, upkeep, inspections, and status
- Ensures vehicle use is for emergency incident/fire suppression purposes.
- Creates and maintains electronic records in Pinyon
- Coordinates with GAIBL on any damage or maintenance issues.
- Requests S#s as necessary for maintenance items.

User

- Individual to whom the vehicle has been assigned
- Responsible for vehicle while in use, and ensuring all required documentation is sent to VM
- Obtains incident ground support pre- and post-use inspection and submit to the VM
- Keeps the VM updated on the 1st of the month regarding vehicle status, mileage update, and any issues
- Contacts VM if vehicle needs any maintenance items
- Returns vehicle is clean and with all fluids topped off (Fuel and DEF)
- Sends photos and documentation to VM for any damage (dents, backing into stump, rock, etc.) occurring during assignment(s)

Processes

- **USFS Ordering**

USFS will have one point of contact per Geographic Area (GA) to facilitate the administration of the requirements package as well as the monthly invoicing. This individual will receive a confirmation email from the Contracting Officer and will be the direct point of contact (POC) for the CO. The POC will facilitate any interactions with the local Vehicle Managers (VMs).

- USFS requisition package requirements:
 - [AD-700](#)
 - [IGCE](#)
 - [Requisition Checklist](#)
 - Approved IAS Requisition (Commit or No-Commit), include approved IAS Requisition number in package sent to CO.
 - Ordering spreadsheets
 - Number of vehicles ordered
 - Delivery Location
 - Delivery Date
 - Local Vehicle Manager Contact information
- USFS will submit GA packages to Pinyon Box and the POC will ensure an approved requisition package is submitted in IAS. After IAS submission, a Contracting Officer will place the initial order with Enterprise Rental, and the local Dispatch Center will place the HD Pool orders into the Enterprise Rental System via IROC. These IROC orders will be designated using Supplemental Fleet Order to designate separate billing code from NERV rentals.

- **Department of Interior** – Please contact your local DOI Incident Business representative.

- **Dispatch Process (after initial requisition process)**

- Every vehicle ordered will have individual “E” numbers in IROC and ordered through the HD Pool Request process for NERV vehicles.
- Adding mid-season: This will be case-by-case and there is no guarantee of available inventory.

- **Inspection and Acceptance**

- Upon receiving vehicle, a thorough inspection and documentation of each vehicle will take place. Inspection form OF-296 or the NERV pre- and post-inspection form and photos will be kept on file through duration of rental. Please ensure all areas of the vehicle are inspected including roof, interior condition, valance under bumper (if equipped), bumper including hitch area and record the number of key fobs delivered and document the date of acceptance.
- Document fuel levels upon receiving the vehicle on the inspection sheet.
- Any damage found during this phase will be immediately brought to the attention of the CO and Regional POC, dropped into the appropriate vehicle folder, and shared with the vendor.
- All accepted vehicles will be input into the location specific spreadsheet located in Pinyon (USFS) linking the “E” number to VIN.
- The vehicle will be marked in the upper corner of the windshield with an “FE-#” using the original number assigned. A copy of the Forest Service “proof of insurance” letter and the executed

agreement will be placed into the glove box for reference. It will be the responsibility of the VM to ensure this agreement is up to date.

- Remove any items that aren't needed by users, label to indicate the vehicle to which items belong, and store for return to the vendor with the vehicle.
- Vehicles that do not pass a pre-use inspection: The VM has the latitude to exercise the best judgement as they see fit, per delivery. Any personnel assigned to inspect and accept delivery of vehicles can refuse acceptance after the vehicle has been inspected (e.g., broken-down/mechanical issues, etc.) **This should be noted, documentation kept and sent to the Contracting Officer with a cc to your GAIBL within 24 hours of refusal.**
- **Assignment of vehicles**
 - Users sign agreement form, complete a walkthrough of the vehicle and complete the checkout list
 - After checkout, it is the responsibility of the User to coordinate with the VM regarding all vehicle needs and vehicle status to include mileage updates. It would be in the best interest of the VM not to check out vehicles that are going to be due for maintenance.
 - Vehicles will be inspected every two weeks, and information will be reported back to the VM
- **Reassignments**
 - Reassignments are not allowed without authorization from the GAIBL.
- **Turning in vehicles**
 - Rental must be returned to location it was issued

Maintenance

- **Fueling**
 - Fuel must be purchased by the User (agency travel card if in TDY status, or personal credit card for Casual Employees claiming reimbursement upon return to home unit) or by another procurement method (agency purchase card, fuel tender at incident, etc.). If a purchase card is used to obtain fuel a resource order (S#) will be required.
 - **FLEET/WEX CARDS ARE NOT TO BE USED ON RENTAL VEHICLES!!**
- **Cleaning**
 - The User is to return each vehicle as clean as when received to include vacuum and wash (Car Wash). Payment can be via travel card if in TDY status and claimed on a travel voucher with receipt as MISC expense; or by another procurement method such as an agency purchase card)
 - Please check under the hood for excessive dirt or mud and spray off as much as possible without causing damage to wiring or other components.
 - A fee not to exceed \$350 will be assessed if vehicle is returned substantially less clean than when rented. Anything that requires cleaning beyond a standard return cleaning (smoke odor removal, deep carpet cleaning, buffing, etc.) can be adjudicated through the submission of a claim to the signatory contracting officer.
- **Upkeep**

- The VM will be responsible for scheduling and/or coordinating maintenance based on obvious needs or based on mileage before 40,000 miles or before 80,000 miles.
- For all breakdowns or major repairs please contact your VM who will consult Enterprise Rental. The GAIBL and the CO should be notified of all breakdowns and major repairs.
 - Please make plans to change the oil and filters (oil, air, and fuel filters) and rotate the tires every 7,000-10,000 miles.
 - Responsibilities also include:
 - Washer fluid, air filters, checking fluid levels, vehicle condition, and tire wear and inflation
- **Tires**
 - Replacement tires, if needed, should be replaced in like kind as what was on the vehicle per manufacturer specification or otherwise agreed upon by Enterprise Rental. When tires are to be replaced by Enterprise Rental the renter/user is required to inform Enterprise Rental and arrange to have an authorized repair facility replace the tires.
 - If the user cannot take the truck to an Enterprise authorized repairs facility, the user, VM and the procurement representative can arrange the tire replacement at another tire store and pay with a GPC. Users must preserve the receipts and submit them to the VM. The VM should be communicating with GABIL when these repairs occur.

Repairs

If any damage or potential claims situations occur during use, follow the User's agency procedures. Include photos of damage, complete all appropriate agency forms (e.g., SF-91, SF-94), and obtain any police report. At a minimum, document the incident or occurrence in an email, or when applicable, complete an SF-91 Form and submit to the GAIBL and CO within 5 days of occurrence. Additionally, notify the user's home unit supervisor, incident supervisor, and home dispatch center as they may be contacted for follow-up information.

● **Damage**

- Fill out and submit SF-91, SF-94 along with any pictures and statements estimate to the VM, POC, and CO
- Depending upon the damage you may request an S# and work with the VM to get repaired
- All documents will be included in the package and submitted to the CO and Regional POC via email. The CO or VM will inform Enterprise Rental
- Follow guidance from the CO, Enterprise, or VM. Depending on the damage, vehicle will most likely remain in use and repairs will be dealt with by Enterprise Rental upon return
- Document the file

● **Accident**

- Fill out and submit SF-91, SF-94 with all necessary signatures, police report along with any pictures and statements to the VM, POC, and CO. The VM will inform Enterprise Rental of the incident.
- Follow guidance from the CO, Enterprise, or VM. Depending on the damage vehicle will most likely remain in use and repair delt with by Enterprise Rental upon return.
- Document for file

USFS Release (off rent)

- Vehicles cannot be under rent for more than 120 days
- Ensure all documentation is complete including any related to damage.
- Vehicles must be returned with the same or slightly more fuel than the vehicle had upon delivery (if not received full, vehicle does is not required to be full upon return). See delivery inspection for vehicle fuel levels upon delivery.
- VM will inform the CO that the vehicle is no longer needed via an email to: SM.FS.WONERVFFRent@usda.gov with a cc to GAIBL or designated FAM POC.
- Please include information below in email:
 - Date to off rent
 - VIN number
 - Location of vehicle for pickup
 - POC name and number so transport can get keys.

Invoicing

- USFS
 - Invoicing will be completed monthly based on vehicle location. The invoices will be generated on a 30-day cycle from the rental date.
 - Payment will be completed within 30 days of receipt
 - All final packages will include pre- and post- inspection forms and the resource order. If any accident or damage occurred during the rental period, all related documentation must also be included (reference Accidents/Damage/Repairs section).
 - Invoice documents will be sent to: SM.FS.WONERVFFRent@usda.gov

Attachments:

- [United States Forest Service Self Insurance Letter](#)
- OF-296: Pre/Post Inspection Checklist
- NERV Pre/Post Inspection Checklist
- [SF-91: Motor Vehicle Accident Report](#)
- [SF-94: Witness Statement](#)