

Long Term Rental Car Service

FAQ

General

International renters must have an International Driving Permit (IDP) while driving in IL and in order to rent a vehicle from Enterprise or National Car Rental.

Q. What is an IDP?

A. An IDP, allows you to drive abroad and is proof that you hold a valid driver's license from your home country. You must carry both your IDP and home license while driving in Illinois.

Q. Why do I need one?

A. It's your driver's license translated in English and in most cases, can be used as another form of identification. You must carry both your IDP and home license while driving in Illinois.

Q. When should I get one? And where should I get one?

A. You should purchase an IDP prior to your travel to the U.S. There are different agencies that provide IDP's. You purchase it from your home country.

Q. West Suburban Limo gives us a special rate for pick up and drop off at the lab. If they pick up or drop off at Enterprise in North Naperville do, we still get a discount?

A. Yes, they will honor the Fermilab rate from the North Naperville location.

Direct Bill/Business Rentals

Q. What's the difference between direct bill and business rental?

A. A. Direct bill and business rentals are both for official Fermilab travel only. Direct bill reservations are reservations that are being billed and paid by Fermilab through a travel code while a business rental is being paid by the User using their personal credit card. The direct bill / business rental rates are different from leisure/personal rentals (see "Leisure/Personal Rentals" at the end of this document).

Q. How will I pick up a vehicle from the local Enterprise (North Naperville) which is closest to the lab? How will this work since Enterprise doesn't have an office on site?

A. Enterprise North Naperville location can pick you up at Fermilab and take you back to the Enterprise office. You are responsible for notifying security (630-840-3414). It is also your responsibility to let Enterprise know where you are located.

Q. Will enterprise deliver a rental vehicle on site for me after hours?

A. No, not at this time

Q. I plan on traveling during non-business hours, the office I rented the vehicle from is not open. Where can I drop off the vehicle?

A. You have a few options:

1. Drop off during business hours at the North Naperville or West Ogden (on Sat only) and have Enterprise staff drop you off at Fermilab for your limo pickup.
2. Drop off at the Naperville location that is open and have the limo pick you up from that location.

North Naperville 504 North Rt 59 Naperville, IL 60563 1-630-548-9835	Naperville West Ogden 1715 W. Ogden Ave Naperville, IL 60540 1-630-848-2270
Mon-Friday 8am-5pm Saturday 9am – 12pm	Mon-Friday 8:00am – 5:30 Saturday 9am-12pm Sunday 10am – 1pm

Q. Based on my arrival time do I have to make a reservation with the location that is open at that time?

- A. If needing a rental vehicle locally the North Naperville Office will make the reservation
- B. If arriving by plane and need to pick up from either Chicago airport you can book with either the Enterprise or National Car Rental brands. Please note airport rentals are more expensive (higher rate and taxes) but is available and have longer hour of operations.

Q. Who can make a direct bill/business reservation?

1. Administrative staff at the lab have been provided the required information when making a direct bill reservation.
3. Users can also make a business reservation by using the [website](#) if they are **NOT** being direct billed to the lab. A credit card will be required during the time of reservation.

Q. What is needed to make a direct billing reservation?

- A. Administrative staff will need the following information when reserving a car:

Corporate ID No.: XZ79044

Billing No.: Provided to the Administrative staff who assisted you with your travel arrangements to the lab.

Travel Code: Division/Section travel code for billing purposes

Q. Do I need to provide a credit card if it's direct billed to the lab?

A. No, you do not.

Q. What forms of payments are acceptable if I will be paying for my business rental?

A. Major credit cards (Visa, Master Card, American Express, and Discover) are acceptable. However, please note that debit cards are not acceptable.

Q. What is needed to make a business reservation?

A. You or the Administrative staff will need the following information when reserving a car:

Corporate ID No.: XZ79044

Billing No.: Your Personal Credit Card information

Q. Who can request a receipt for the rental?

A. The renter or Administrative staff can request a receipt from the North Naperville office.

Q. What is the best way to reserve a vehicle that will be direct billed?

1. Administrative staff can reserve a vehicle through the Enterprise [website](#).
The system will require a corporate ID number, billing number, and travel code.

Q. Are direct billed rentals required to leave a deposit?

A. No, as long as Enterprise has the Corporate ID Number, Billing Number, and Travel Code.

Q. Can I pick up a vehicle at the airport?

A. If arriving by plane and need to pick up from either Chicago airport you can book with either the Enterprise or National Car Rental brands. Please note airport rentals are more expensive (higher rate and taxes) but is available and have longer hour of operations.

Q. Can I drop off the vehicle at the airport?

A. Yes; however, there will be a drop charge and cost will depend on where it is rented from and where it is dropped off at.

Q. Can I rent a vehicle if I'm 19 years old?

A. Yes, Fermilab sponsored students and interns 18 years of age and older can rent a compact size vehicle. There will be a \$15 fee per day for drivers who are 18-20 years old.

Q. My colleague and I would like to share a vehicle. How does this work?

A. All drivers need to be added to the lease and one person will be added as primary on the agreement. If a person arrives later, they must present their information at the North Naperville Office. If the primary person leaves they must notify Enterprise and a new rental agreement will be required.

Q. Do I have to return the vehicle or can my colleague return the vehicle for me?

A. You must be present to return the vehicle. If your colleague is on the lease they may return the car.

Q. How does vehicle maintenance work?

A. Enterprise or National will also schedule maintenance with you. A new contract needs to get signed every 30 days. They will schedule maintenance or provide you with a new vehicle at that time.

Q. Why am I required to re-sign a new rental agreement every 30 days?

A. The contract with Enterprise and National are rental agreements not leases. A rental agreement is a month to month agreement and car rental companies are required to rewrite rentals every 30 days.

Q. How are re-signs of rental agreements being handled? What do I need to do?

A. An Enterprise and National staff member will notify the renter the week of the re-write (prior to the 30th day). Enterprise will require a valid email address or U.S. phone number at the start of the rental agreement.

Q. What is not covered with Fermilab direct billed rentals?

A. The lab will not cover fees associated with the following rental items unless there is an approved justification submitted to accounting.

GPS Unit	Drop Fee
Satellite Radio	One Way Fee
Luggage Rack	Fuel Service Options
Winter Tires	R.A.P/Roadside Plus
Toll Pass Device	

Q. I will be extending my stay. Who can extend my rental car reservation?

A. Administrative staff who made your initial reservation would have to call the office and request an extension. Enterprise and National will require a corporate ID number, billing number, and travel code.

Leisure/Personal Rentals

Q. Why should I rent with Enterprise?

A. As a Fermilab employee, user/affiliate, or contractor you can receive the Fermi discounted leisure rates.

Q. What do I need in order to receive the Fermilab rate?

A. Fermilab's corporate ID number, XZ79045 and your personal credit card.

Q. How do I make a reservation that is not direct billed to the lab and is not business related but receive the lab discount rate?

A. The easiest way is to book using the customized Fermi [website](#)

a.1. You can call the Enterprise or National location and book using the Fermilab corporate ID number, XZ79045

Q. How do I know what the Fermilab rates are?

A. The Fermilab leisure discount will auto populate once you use the Fermilab corporate ID number, XZ79045

Q. I need to get my U.S./IL drivers license. Can I use the rental vehicle for the driving portion of the exam?

A. No you may not use the rental car for the driver's license exam.