NATIONAL EMERGENCY RENTAL VEHICLE AGREEMENT

All renters and those reserving vehicles should be familiar with the processes outlined on the NERV website. (https://sites.google.com/a/firenet.gov/nerv/home)

The NERV BPA should be used on incidents when:

1. The vehicle is anticipated to be traveling off road (even if just to camp or helibase, ANY possible off pavement travel)
2. The renter needs an SUV or 4x4 Pickup to meet the needs of the assignment.
3. The vehicle needed will be managed by a Ground Support Unit and utilized by multiple resources.
4. The renter is not self-sufficient or able to procure the vehicle needed for the assignment through an agency travel reservation system.

If a resource is self-sufficient (regular agency employee with government travel card and Concur profile, etc) and will not be travelling off of the pavement, that resource may use Concur to reserve a rental vehicle and does not have to use NERV. A single resource may also reserve their own NERV rental using the process below.

Each vehicle rented through the NERV must be requested electronically through the NERV website with a valid resource order. Vehicles will be paid by the appropriate incident agency and reconciled to each resource order associated with the rental. Fuel must be purchased by the traveler or through other means.

Once the request has been submitted, Enterprise will contact the requester via the contact number or email provided on the submitted form to confirm the reservation (see picture below). Enterprise will also contact the resource with the confirmation.

All requests for which a NERV rental will be used must have “NERV Rental Authorized” in the Special Needs in the request. Remember to ask the requesting dispatch to add this BEFORE you fill the request, as Special Needs cannot be edited after a request is filled. If the request is already filled, have the requesting dispatch note the approval in the documentation of the request.
For most single resource rentals, use the “NEW ORDER – Single Resource New Request – Standard Vehicles” will be the best option. This link provides instant confirmation, as long as vehicles are available. All other options require a wait and a call back from somebody at Enterprise. Resources can use this process when reserving their own rentals, and this is also the process for dispatchers. Resources reserving their own will still need to relay to dispatch the relevant vehicle information. Often large SUV’s and half ton pickups can be acquired using this method. For larger vehicles, scroll down to the instructions for “Heavy Duty (HD) Pickups (3/4-1 Ton) for O#’s, or “New Order – Equipment Resource New Request (E#)
Click the “CLICK HERE” button, you should then see this screen:

Search for an appropriate location:
After location is selected, pick the appropriate vehicle. Per policy, an Economy car is the appropriate vehicle unless listed in Special Needs in the request.

You may also select an SUV or Pickup based on certain positions (Operations positions or PIO, for example) without approval on a request. “NERV rental approved” must still be in the special needs, though. Next you will see this screen. Do not select either of these options. Click “Continue”
Fill out the information on this page. For centrally billed rentals, use the dispatch or expanded dispatch firenet account and the relevant dispatch phone number. Alternately, a resource reserving their own NERV rental would use their own information.

Next you will see this screen. Click Reserve if all the information looks good.
The confirmation is instant using this method, send a copy of the confirmation as well as a NERV Packet, which can be found here: R:\loc\fire\Dispatch Shared\Dispatch 2019\Plans Guides and Handbooks\BDC Plans\SOP's and Procedures\SOP Binder- 2019\5 Logistics\Rental Cars\NERV PACKET When making reservations for heavy duty pickups for OVERHEAD, click this link:

Followed by this screen:
Once again, this link may be used by dispatch or by the resource themselves. Either way, dispatch will be involved, since make, model, year, and license number must be in documentation on the resource order, and in the NERV Log in the front bookcase in dispatch.

Unlike the first link for O#’s, this method requires a form to be submitted, THERE IS NO INSTANT CONFIRMATION. We should receive confirmation within two hours after submitting. The reservation is NOT confirmed until this has happened. A WildCAD log for issues with reservations will be created to document anything fishy.

Regular government and state employees will reserve their own vehicles via the NERV website UNDER NORMAL CIRCUMSTANCES. They will be responsible to print and complete the NERV Payment Coversheet located on the website and send it to NERV when after the vehicle is returned. Click the link on the site to print a cover sheet: The cover sheet is also included in the packet sent to drivers from dispatch.

**NERV Payment Cover Sheet Requirements:**

Each vehicle ordered off the NERV BPA must have a NERV Payment Cover Sheet filled out and maintained by the operator or host incident.

[CLICK HERE to Download and Print the required NERV Payment Cover Sheet]

Packets can be found here:

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The completed package to be returned includes: the NERV payment coversheet, resource orders, rental agreement, and claims/accident forms/documentation (if used), to the NERV address listed on the coversheet or emailed to: **NERV@fs.fed.us**, after the rental has been returned to Enterprise. When a resource picks up their NERV vehicle they must call dispatch to relay the Make, Model, and License Plate # of the vehicle. This information will be placed in the documentation of the resource order. Remind people that it is THEIR responsibility to take care of the rental and deal with the documents accordingly, NOT DISPATCH’S.
BE SURE TO ALWAYS FILL OUT THE NERV LOG IN THE WHITE ISLAND IN DISPATCH AND INCLUDE THE RESOURCE ORDER AND A COPY OF THE CONFIRMATION WHenever DISPATCH RESERVES A VEHICLE FOR ANYONE. The log will need to be updated at the time of reservation, when the vehicle has been picked up, once it has been returned to Enterprise, when the make/model/license# has been entered into ROSS, and when the packet has been sent to NERV. Copies of sent packets can be stapled together and placed in the back of the NERV Log binder, shred them at the end of the season.

All resource orders for NERV rentals must have “NERV off road, SUV, pickup, car, etc” in special needs. When filling an “E” number use the following in resource assigned: NERV_Make of Vehicle_License Plate# (the license plate number is the most important piece of information). When reserving a vehicle for someone else, be sure to go back into that order and add “NERV rental, Make of Vehicle, and License Plate# into documentation in ROSS. On the NERV website under the “Dispatch Fill Report” tab, a spreadsheet can be downloaded to assist with getting the fill information (see picture below).

The spreadsheet will be updated once a day so you will need to wait a day after the rental is picked up to look for the information if the resource picking up the vehicle hasn’t called to relay.

The AD or incident Ground Support is responsible for returning the completed package to dispatch (or fire business) to include: the cover sheet, resource orders, rental agreement (received at time of pick up), and claims documentation, after the vehicle has been returned to Enterprise. Dispatch will ensure the package is complete and send the packets to NERV.

Rental vehicles are considered accountable property and are to be treated as such. Drivers are responsible to ensure the vehicle is properly cared for and shall ensure the rental is returned to the vendor, clean and fueled, and all paperwork, including damage paperwork, is forwarded to the NERV Payment Center. Rental cars should be returned to the same facility where rented.

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Returns at alternate locations should be approved at the incident and by dispatch Center Manager, Assistant Center Manager, or Expanded Dispatch Supervisor, and the cost of returning to an alternate location should be considered in the approval.

Ground support and local Transportation Unit personnel shall maintain a log of users for pool vehicles. This log shall remain in the fire package upon demobilization and shall be available to the payment agency if requested.

Damages will be documented via the accident / claims forms and all documentation / investigations / photos will be copied; the originals will be sent with the complete package to NERV and the copies will go to the finance section or the incidents host agency (Joanne for the BLM and Ron for the Forest Service).

A NERV vehicle must be associated with a resource order at all times. If a vehicle assigned with an “E” number is reassigned ensure that it is reassigned in ROSS and the resource order for each incident is provided to the operator, attached with the NERV Payment Cover Sheet, to complete the package when the vehicle is eventually returned to Enterprise. If the vehicle was originally ordered under an “O” number you may assign it an “E” number to retain the vehicle. Vehicles may be transferred from one overhead to another. Ensure the information is provided on the NERV payment cover sheet and documentation is in the overheads resource order in ROSS. The NERV payment cover sheet will remain with the vehicle until it is ready to be returned to Enterprise. The last person to use the rental before it is returned is responsible to send the packet to NERV, or to dispatch if dispatch was the one that originally reserved it.

There is another link on the NERV website that is intended to be used for long term rentals over (30 days). These are called “SLR” (Season Long Rental). When using this link, keep in mind that each rental must be on a resource order for as long as it is rented and each vehicle must have it’s own “E” number.

**CANCELLING A NERV RENTAL**

The renter should cancel the rental that is no longer needed, if dispatch has made the reservation then the renter is dispatch. The number to cancel is on the confirmation.

If a vehicle is being DELIVERED to an incident, be sure that any rentals not needed are cancelled. Otherwise, a bill will be generated.
NERV Rental Instruction Sheet for Drivers of NERV Rentals

1. Fill out NERV Payment Cover Sheet. Keep the sheet with the vehicle until it is returned to Enterprise. If you rented the vehicle, you need to turn the complete packet in to NERV (instructions on the sheet, you can email or mail) If Dispatch rented vehicle for you, you need to complete the packet and turn it into dispatch.

2. Make sure a copy of your resource order stays with the cover sheet. If you are transferring the vehicle to someone else, do not pass the vehicle to them until they have a resource order documenting they have possession of the NERV rental, and make sure they completely fill out the next blank on the NERV cover sheet before transferring the packet and vehicle to them.

3. When you pick up the vehicle from Enterprise, be sure to get a copy of the Enterprise Rental Agreement and keep this with the packet. Also, call dispatch and relay the make/model/license # of your vehicle, so they can put that information into documentation in ROSS. If possible, have dispatch send you a copy of your order with this information in the docs. Print and place into the packet when you can.

4. Include a copy of any inspections performed with the packet. YOU ARE RESPONSIBLE FOR YOUR OWN PRE-AND POST USE INSPECTION. It is a good idea to keep a copy of your own inspection and pictures of the vehicle even after your vehicle is returned or transferred to another driver.

5. If there is an accident, fill out accident forms: SF91-04c and SF94-17a. Include this form and any pictures, investigations, or claims forms with the packet that goes to NERV. Make copies of all these documents and deliver to host agency or to dispatch. KEEP COPIES FOR YOURSELF!! You are ultimately responsible and cannot count on anyone else to keep your documentation for you.
6. Should your vehicle need an oil change or regular maintenance, call the Enterprise office you rented the vehicle from. They will either switch out your vehicle for you or instruct you where to take your rental to be serviced. If you encounter problems call the number listed below and they can assist you in getting the contact for an Enterprise Area Manager.

7. Be familiar with the NERV website. If you have any problems contact NERV at: 505-563-7860 or NERV@fs.fed.us.
POOL VEHICLES

When vehicles are needed for the pool of vehicles prepositioned at the BDC Transportation Unit (located at the BOF Warehouse), and they are expected to go on several assignments, use the “Season Long Rental” instructions under the NEW REQUEST tab.

**Season Long Rental (SLR) NEW REQUEST:**

- A SLR is a vehicle intended to be kept for incident support for an extended period (over 30 days).
- Vehicles are to be ordered, assigned and managed by a Dispatch Center, district, unit, MOB Center etc.
- Vehicles must be ordered under an Equipment Resource Order (E#) remain assigned to a resource order at all times until returned to Enterprise.
- The main point of contact will be required to send monthly interim NERV Payment Cover Sheets and all associated documentation to NERV for monthly payment processing.
- If you have questions regarding SLR or the usage please contact the NERV Contract Coordinator
  - [CLICK HERE to order SLR Vehicles](#)

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**NERV—Season Long Order (SLR)**

NERV ORDERS
NERV BPA Number 12024818A0014 (2019)

Season Long Orders only

Instructions for Season Long resource orders:
1) Generate E# Resource Orders for each individual vehicle ordered
2) Complete this online order form

For additional assistance for Season Long Order contact NERV Contract Coordinator at 541-419-5173.

**The Following Question is for Season Long Orders Only**

Are you ready to submit a season long order?

[Yes]

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NERV ORDERS
NERV BPA Number 12024B18A0014 (2019)

Season Long Orders only

Instructions for Season Long resource orders:
1) Generate EF Resource Orders for each individual vehicle ordered
2) Complete this online order form

For additional assistance for Season Long Order contact NERV Contract Coordinator at 541-419-5173.

Section 1: Contact Information

State Vehicle is Needed *

idaho

Today's Date *

07 / 02 / 2019

MM DD YYYY

Ordering Dispatch Center *

Boise Dispatch Center

Dispatch Phone Number *

208 - 384 - 3400

### ### ####

Dispatch Phone Extension


Dispatch Email *

idbdc@firenet.gov

Requesting Official – Contact Name *

Alan Mebane

First Last

Requesting Official – Contact Phone Number *

208 - 384 - 3400

### ### ####

Requesting Official – Email Address *

kmack@usda.gov

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Season Long Orders only

Instructions for Season Long resource orders:
1) Generate E# Resource Orders for each individual vehicle ordered
2) Complete this online order form

For additional assistance for Season Long Order contact NERV Contract Coordinator at 541-419-5173.

### Section 2: Rental Information

**Vehicle Rental Needed:** Date

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**Type of Vehicle Requested**

- HD Pickup (off-road)

**Quantity of Vehicles Requested**

| 25 |

**Incident Name**

2019 National Office Crew

**Incident Number (example NM-ABC-123456)**

ID-FCF-000000

**E Number(s)**

E-1, E-2, E-3, E-4, E-5, E-6, E-7

**Do you want vehicles delivered?**

Yes

**Vehicle Delivery Address**

Enter the address you request vehicles to be delivered

**Other Notes**
A pending E# request shall be generated and sent to the BDC Transportation Unit. When possible, have the vehicles delivered to BDC Transportation (see the above request form). If this is not possible, the transportation manager or designee will make arrangements to get them. Either way, the transportation manager will send a spreadsheet linking each E# with a corresponding vehicle. The make, model, color, year, license plate information, and VIN number will be on the spreadsheet. This information should be used to fill the request. Use “Fill With Agreement” for each rental.

The same rules apply to drivers of these vehicles. All E# requests must receive a new E# for each new incident the vehicle is used on, and if the vehicle’s responsible individual changes, the incident dispatch must notate the new driver in the documentation for the vehicle’s E#. CUSTODY OF ANY NERV VEHICLE MUST NOT CHANGE WITHOUT THE INFORMATION FOR THE NEW DRIVER BEING ENTERED ON THE NERV PAYMENT COVER SHEET. The last individual listed as a responsible party will be responsible for turning in the vehicle, and for answering for any undocumented damages, etc.

**ORDERS FOR BOISE MOB CENTER:**

When rental vehicles are ordered for crews coming through the Boise MOB Center, the vehicles will be ordered on the corresponding BOISE MOB CENTER order, using the process above. Vehicles will be picked up and signed for at the BDC Transportation Unit, and will be tuned in there as well. Pre and post-use inspections will be performed by BDC Transportation personnel before vehicles are signed out to resources and before they are returned to BDC Transportation, all with the responsible individual present.

Crew orders will be generated by BDC and sent to or through GBCC so that BDC can add the vehicles to the crew’s roster in ROSS. Crews will then be sent back through the system the other direction.