

# **IMPORTANT NERV INFORMATION**

## **(While assigned to an incident)**

- Do you have a NERV vehicle? All NERV vehicles are rented by dispatch only. This includes individual rentals and pool rentals. If you rented your vehicle on your own, most likely you do not have a NERV.
- Did you pick up the NERV vehicle at the incident? If yes, you have a POOL NERV. All pool NERV vehicles will be managed by ground support. You must return the pool vehicle to ground support unless ground support tells you otherwise.
- Did you pick up the NERV vehicle at an Enterprise counter? If yes, then this NERV vehicle has been rented to you as an individual. This NERV vehicle becomes your responsibility.

### Individual NERV rentals:

- ✓ At the end of the assignment, it's the responsibility of the individual NERV renter to email the NERV package to the NERV Program once the vehicle has been returned to Enterprise, [sm.fs.nerv@usda.gov](mailto:sm.fs.nerv@usda.gov).
- ✓ PDF Format ONLY – No JPEG's or Photos!
- ✓ Vehicles under O/A/C resources are not eligible to be transferred and are tied to the original user. Please return the vehicle directly to Enterprise.

### Pool NERV rentals:

- ✓ Pool NERV vehicles will be managed by ground support. Last team on the incident or the host unit will be responsible for emailing the pool NERV packages to [sm.fs.nerv@usda.gov](mailto:sm.fs.nerv@usda.gov).
- ✓ PDF Format ONLY – No JPEG's or Photos!

### Payment package includes:

1. Payment Cover Sheet – (please complete all the information)
2. Resource Order(s)
3. Commercial Rental Agreement (may have been emailed to user from enterprise upon vehicle pick up)
4. All other documents pertaining to the rental (pre/post inspection sheet, accident reports, etc.)

### For additional help:

- Go to **[nerv.firenet.gov](http://nerv.firenet.gov)**
- **NERV Hotline (208) 390-4868**
- **Enterprise Roadside Assistance – (855) 266-9565 or (800) 307-6666**