NERV Overview
For Pool Vehicles
2021
NERV is a 3-legged stool

Each leg must participate in order to have success!

**Enterprise**
- Takes reservations
- Provides vehicles
- Sets store locations and hours
- Provides Rental Agreements
- Repairs damage to vehicles

**US Forest Service**
- Organizes the program according to Federal Procurement Regulations
- Collects user packets and matches with rental invoices
- Pays invoices

**Users & Dispatch working together**
- Makes reservation
- Uses vehicle
- **Users** submit packets
- Documents damage
NERV FOR POOL USE

Pool Vehicle are vehicles intended for incident use only:

✓ Managed by ground support, dispatch, buying team or local district.
✓ Able to be utilized on multiple incidents and operators.
✓ Must have a main point of contact who is responsible for the vehicle, its usage and the NERV Payment Cover Sheet.
✓ A separate Equipment Resource Order (E#) is required for each vehicle being requested.
✓ Once the vehicle has been returned to Enterprise, it is the responsibility of the host incident/unit to ensure the NERV Payment over Sheet and all required documents are submitted to NERV.

NERV is NOT:

for non-emergency use (prescribed fire, training, preparedness)
for season long rentals (max rental is 120 days)
for self sufficient Overhead resources without a need for an HD vehicle
This guide cannot address ALL situations.

Please consult the NERV Standard Operating Procedures for further guidance.
Three phases of the NERV Rental

1. Vehicle pick up/set up
2. Vehicle use
3. Vehicle return/close out
Reservations are to be done by Dispatch Only.

Dispatch starts by making a reservation at: https://sites.google.com/a/firenet.gov/nerv/pool-vehicle-reservations

Dispatch must keep the password and billing number for this site within Dispatch employees only.

- Once the request has been submitted an associate from Enterprise will contact the Requesting Official via the contact number/email provided on the form to confirm the reservation.
- The Ordering Dispatch will not be notified. The Requesting Official must let Dispatch know the order has been fulfilled. The reservation is NOT confirmed until this has happened.
- Confirmation of your rental should occur within 2 hours, if not call the Enterprise Support line: 844-665-4702 (Mon - Fri 8:00 - 22:00 CST : Sat-Sun & Federal Holidays 10:00 - 20:00 CST)
- HD vehicles are not always available at airports and may be at an offsite truck rental location.
- Truck rental locations are not all available for evening/weekend pick up.
- Check with the Enterprise representative to verify that you have the correct location and pick up time for the vehicle.
When mobilized and NERV is approved:

1. Email the RO¹ and completed Traveler Rental Vehicle Checklist³ (TRVC) only to sm.fs.nerv@usda.gov.
2. Set up the Cover Sheet²: Enter the information on the RO on the top line of the Cover Sheet and the boxes on the top right.
3. Take the RO(s) to the local Enterprise Rental Center – Provide the RO(s) to the Enterprise Agent.
4. KEEP the Rental Agreement⁴ you are given from the rental agent – All pages.
5. Put all four user documents¹,²,³,⁴ together for use in the next steps. (Envelope/folder?)
PHASE 2: VEHICLE USE

- REASSIGNMENTS - Remember – only dispatch can transfer a vehicle to another user!
  - As crews change or vehicles are reassigned, a new TRVC will need to be completed to record the change in POC.
  - If the vehicle is re-assigned to another incident, complete the next line of the Cover Sheet with the new incident information. Continue to record re-assignments as necessary.
- Keep a copy of the RO from EACH incident AND the TRVC from each POC with the existing package.
- Vehicles in rental status for over 30-days – see slide #10.
- If any damage occurs to your vehicle while in use, complete an SF-91, SF-94 or the host agency’s damage documentation form and/or police report. Keep a copy with your user documents. See Damage Slide.
PHASE 3: RETURN/CLOSE OUT

• When demobilized, return the vehicle to an Enterprise location.
• KEEP the package of documentation you have been compiling.
• Scan all the documents to one PDF file in this order:
  • Cover Sheet(s)
  • Rental Agreement (all pages)
  • Resource Order(s)
  • Traveler Rental Vehicle Checklist(s)
  • Damage documentation
  • Incident inspection sheets if available (not mandatory)
• Send all documents in ONE PDF file to sm.fs.nerv@usda.gov.
Accidents happen – make this situation better by reporting it.

**OOPS!**

- If the vehicle is damaged during the rental, complete the SF-91 or SF-94 or agency required damage documentation.
- Submit the damage documentation with the user package to sm.fs.nerv@usda.gov.
- If a third party is involved or at fault, make notes on the damage documentation. Obtain a copy of the police report.
- Ensure that your home unit supervisor, incident unit supervisor, and home dispatch center are notified in the event they are contacted for follow-up information.

Return to Phase 2 side
Vehicles rented longer than 30 days

- A user package MUST be submitted every **30-days** (not month, not 4 weeks ~ **30-days**)
- After submitting, the updated cover sheet and package can continue to be used and submitted at the 60- and 90-day mark too.
- Maximum rental duration = 120 Days

Vehicle must be returned before then.

Examples of 30 Days =
July 1 through July 30  OR
July 7 through August 6

Rental payments are due every 30-days – so your user package is needed every 30 days.

Return to Phase 2 side
Reservations

- As of June 2021, all NERV reservations will need to be made through the dispatch center.
- If you are self sufficient or have a government issued travel card and access to a travel reimbursement system such as (ETS, BCD, Duluth, Concur, etc); create the reservation on your own and use that system for reimbursement.
- If there are issues with the reservation, call the Enterprise help desk at 844-665-4702

More on reservations in the
NERV UPDATED SOPs
Transferring Vehicles

• Person-to-person vehicle transfers are PROHIBITED.
• Dispatch centers are the only facilitators of a vehicle transfer.
• Only HD vehicles are eligible for transfer via dispatch.

More on transferring vehicles in the NERV UPDATED SOPs

Return to Phase 2 side
Questions? CONTACT US!

If you need help, please reach out for assistance!

sm.fs.nerv@usda.gov  208-390-4868 - NERV  https://sites.google.com/a/firen net.gov/nerv/home  844-665-4702 - Enterprise