



**National Emergency
Rental Vehicle-
NERV Overview**

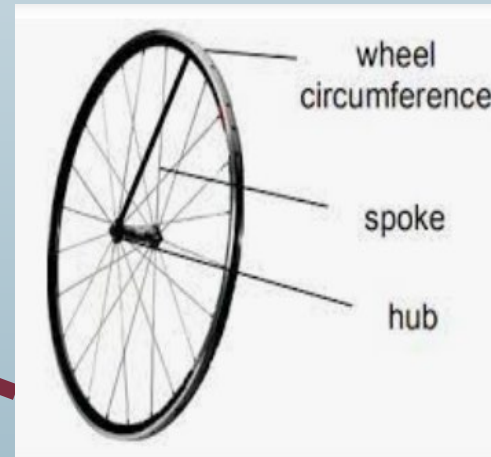


NERV is like a wheel

Each part must work together in order to keep rolling!

Enterprise

- Takes reservations
- Cancel reservations
- Provides vehicles
- Sets store locations and hours
- Provides Rental Agreements



US Forest Service

- Administer the program according to Federal Procurement Regulations
- Administer the NERV website
- Collects user packets and matches with rental invoices
- Pays invoices
- Claim determination and findings
- *Not so obvious – we do not have access to reservations – only Enterprise has that access*

Users & Dispatch working together

- Makes reservation
- Uses vehicle
- Submits user packets
- Documents damage

IS NERV FOR YOU?

NERV is for incident personnel with an established need (RO), who have no other means of acquiring transportation for the assignment.

AD Drivers – please read the [Statement of Driver and Supervisor Responsibilities](#)

Pool vehicles (but NOT A SUPPLEMENT TO FLEET) (max rental is 120 days)

NERV is NOT:

for non-emergency use (prescribed fire, training, preparedness)

for self sufficient Overhead resources without a need for an HD vehicle

Anyone mobilized to an incident with an agency provided means of travel reimbursement should use that system to rent a vehicle for incident use without an HD vehicle.



BENEFITS OF NERV:

- Accessible to multiple agencies, State, National Parks, Military, and FEMA
- Access to HD trucks – 2hr confirmation weekdays (closed on weekends)
- Claims are processed by the NERV team
- Available to non-self-sufficient users



National Emergency Rental Vehicles (NERV)



Standard Operating Procedure

The NERV BPA is intended to be utilized by personnel from the NWCG agencies, which include the Bureau of Indian Affairs, Bureau of Land Management, U.S. Fish & Wildlife Service, National Park Service, USDA Forest Service, and the National Association of State Foresters.

The NERV program is an acquisition tool for **emergency** incident rental vehicles. The agency electronic travel system (ETS, BCD, Duluth, Concur, etc.) cannot be circumvented if the resource can use their agency travel systems to reserve (non-heavy duty) rental vehicles.

The use of NERV vehicles for known fleet shortages or non-emergency events; (e.g., training, preparedness, prescribed burns) is prohibited.

NERV is not authorized for season-long rentals.

Ensure that a rental vehicle is authorized on the resource order prior to initiating the rental request through the NERV site.

If employees are authorized for a rental vehicle on the resource order, please follow the ordering process as described in this matrix.

Resource Type	Vehicle Type	Source of Supply	Who Places the Order	Resource Request Number	Payment Processing
Ground Support / Mobilization Center "pool" vehicles (vehicles ordered at time of need and managed by ground support, dispatch, buying team, or local district and used no more than 120 days)	Heavy-duty (HD) 4x4 SUVs & Pickups Cargo vans Box vans Stake-side-trucks	NERV	Dispatch	"E" number with appropriate documentation (one "E" number per vehicle)	Payment sheet (filled out in completion) Rental agreement (from Enterprise) Inspection sheet Resource order (each assignment/user) Rental agreement Checklist (per user) Damage/claims w/complete information Photos Agency-specific forms (signed)
Self-sufficient overhead	Heavy-duty (HD) pickups (3/4-ton and 1-ton).	NERV	Dispatch	Documentation on "O/C/E/A" number as "Rental Vehicle Authorized"	Payment sheet (filled out in completion) Rental agreement (from Enterprise) Inspection sheet Resource order (each assignment/user) Rental agreement Checklist (per user) Damage/claims w/complete information Photos Agency-specific forms (signed)
Self-sufficient overhead	Follow the Federal Travel Regulations.	Agency ETS, BCD, Duluth, Concur, etc. (NOT NERV)	Dispatch or overhead personnel through ETS, BCD, Duluth, Concur, etc.	Documentation on "O" number as "Rental Vehicle Authorized"	Agency travel charge card
Casuals Hires/AD	Follow the Federal Travel Regulations. Appropriate/approved vehicle for the assignment.	NERV	Dispatch	Documentation on "O" number as "Rental Vehicle Authorized"	Payment sheet (filled out in completion) Rental agreement (from Enterprise) Inspection sheet Resource order (each assignment/user) Rental agreement checklist (per user) Damage/claims w/complete information Photos Agency-specific forms (signed)

This guide cannot address ALL situations.

<https://nerv.firenet.gov/>

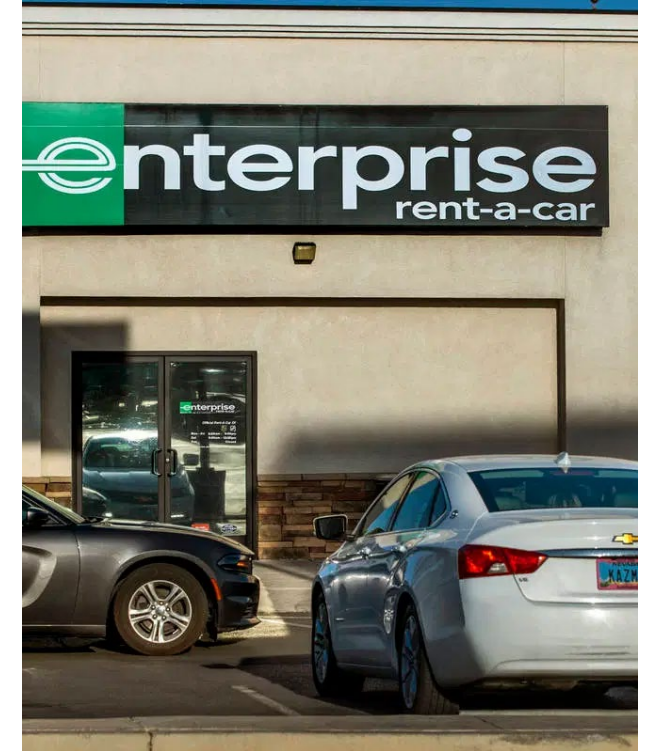
Please consult the NERV Standard Operating Procedures for further guidance.



1. Vehicle reservation/pick up



2. Vehicle use



3. Vehicle return/close out



Three phases of the NERV Rental



PHASE 1: VEHICLE PICK UP/START

1

RESOURCE ORDER
OVERHEAD
 Incident: Tusssock
 Incident Number: AZ-PHO-00455
 Assigned Personnel:
 - [Name] [Title] [Phone]
 - [Name] [Title] [Phone]
 - [Name] [Title] [Phone]

2

NERV (National Emergency Rental Vehicle) Payment Cover Sheet
 REMIT COMPLETED PACKET TO:
 Scan and email entire package to: SM.FS.NERV@usda.gov
 Package must be combined to one PDF format file with naming convention:
AB-CDE-000000_Q-1-Plate#

INCIDENT NAME	INCIDENT NUMBER	RESOURCE #	START DATE ON INCIDENT	END DATE ON INCIDENT	PAY CODE	OPERATOR/INCHUCK SUPPORT

REQUIRED SUPPORTING DOCUMENTS TO INCLUDE WITH THIS PAYMENT COVER SHEET:
 - Rental Agreement for EACH incident the vehicle is utilized on.
 - Rental Agreement from ground support (only if there was inspection done - not required).
 - Copy of Inspection from ground support (only if there was inspection done - not required).
 - All Documentation of Damage (include pictures, damage report, accident report and correct names/numbers for all involved).
 - Questions? E-mail: SM.FS.NERV@usda.gov

3

enterprise
 Rental Vehicle Invoice
 Vehicle: [Type]
 Charges:
 - Base Rate
 - Mileage
 - Fuel
 - Insurance
 - Taxes and Fees
 Total: \$[Amount]

When mobilized and NERV is approved:

1. Email the [RO¹ sm.fs.nerv@usda.gov](mailto:RO1_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 to the local Enterprise Rental Center – Provide the RO to the Agent.
4. KEEP the [Rental Agreement⁴](#) you are given from the rental agent – All pages.
5. Put all three [user documents^{\(1, 2, 3\)}](#) together for use in the next steps. (Envelope/folder?)

4. PDF format is required for all documentation, including pictures

JPEG





Vehicle

2020 RAM B25C SDB4 WHITE

VIN: 3C6UR5DL0LG139934

Pickup:

11/03/2021 @ 2:51 PM

License TX NCF4200

Vehicle: 7T054K

ODO: 45816 Fuel: 3/4

Vehicle Condition:

Passenger Quarter Panel

Dent: dent on ps bed

Passenger Rear Wheel

Other: missing hub cap

Driver Quarter Panel

Other: DENT BY GAS LID

Ding: CONTINUOUS DENTS

END DATE ON INCIDENT	JOB CODE (on resource order)	OPERATOR or PERSON RESPONSIBLE FOR VEHICLE (PRINT NAME & EMAIL ADDRESS)
11/9/21	PAN9QV	[REDACTED]
		Vehicle's tail lights - running Lights went out - Returned to to Enterprise in Bakersfield
		(Per the Reno office where I picked it up
		Returned @ 1055 on 11/9 mileage was 4608



Summary of Charges



Estimated Bill-To

RESOURCE ORDER	Initial Date/Time	2.Incident / Project Name McCash				3. Incident / Project CA-SRF-000651	Financial Codes P5 N7QM (0510) [P] 73137143 CFAA Approved
OVERHEAD	07-31-2021 1911 PST					4. Office Reference Number 000651	9. Jurisdiction / Agency Six Rivers National Forest
5. Descriptive Location McCash CA-SRF-000651		6. TWN	RNG	SEC	Base MDM	8. Incident Base / Phone Number Expanded Supplies 707-441-3655 24 Hour Phone (707) 441-3644 Expanded Overhead 707-441-3657 Expanded Crews 707 441 3672 Expanded Equipment 707-441-3672	10. Ordering Office North Coast Interagency Communication Center
		14N	7E	SN34	Humboldt, CA		
		LAT. 41° 33' 48" N					
		LONG. 123° 24' 15" W					
11. Aircraft Information							
Bearing	Distance	VOR	Contact Name	Frequency Type	Assigned Frequency	Reload Base	Other Aircraft / Hazards
270.22°	28	FJS		AirTactics	167.8125	UKI	
94.57°	40	CEC		AirToAir	128.1750	RDD	

PHASE 2: VEHICLE USE

NERV (National Emergency Rental Vehicle) Payment Cover Sheet
 This sheet must be filled out and submitted for EACH vehicle rented under the NERV BPA

REMIT COMPLETED PACKET TO:
 Scan and Email entire package to: SM_FS.NERV@usda.gov
 Package must be combined to one PDF format file
 with naming convention:
AB-CDE-000000_0-1-Plate#

RESOURCE HOST DISPATCH OFFICE & PHONE #:
 ENTERPRISE RENTAL AGREEMENT # (on rental agreement from vendor - example: SK820V)
 VEHICLE LICENSE #, MAKE & MODEL:

This cover sheet is to REMAIN WITH THE VEHICLE until it is ready to be returned to Enterprise.
 • It is the responsibility of each operator/host to ensure this sheet is filled out for each incident.
 • The last operator or host is responsible for submitting the package to NERV.

INCIDENT NAME <small>Always start with the underlying incident</small>	INCIDENT NUMBER <small>(in OR DEF-000046)</small>	RESOURCE ORDER # <small>(in OR DEF-000046 or all on insurance order)</small>	START DATE ON INCIDENT	END DATE ON INCIDENT	PAY CODE <small>(in invoice order)</small>	OPERATOR/GROUND SUPPORT PRINT NAME & E-MAIL

REQUIRED SUPPORTING DOCUMENTS TO INCLUDE WITH THIS PAYMENT COVER SHEET

- Resource Order(s) for EACH Incident the vehicle is utilized on.
- Rental Agreement from vendor (provided at the time the vehicle is picked up or delivered)
- Copy of Inspection from Ground Support (Only if there was inspection done - not required)
- ALL Documentation of Damage (include pictures, damage report, accident report and contact names/numbers for all involved)

Questions? E-mail: SM_FS.NERV@usda.gov
 For additional copies of this sheet or guidance of this BPA visit the NERV website: <https://sites.google.com/a/firenet.gov/nerv/>

- If the you and the vehicle are 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 with the existing package.
- Vehicles in rental status for over 30-days – see “[Vehicle Rented Over 30 Days](#)” slide.
- 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](#).
- Remember – only dispatch can [transfer](#) a vehicle to another user!

PHASE 3: RETURN/CLOSE OUT

- When the assignment is over, return the vehicle to an Enterprise location.
- KEEP the package of documentation you have been compiling.
- Scan all the documents to one PDF format file in this order:
 - Cover Sheet(s)
 - Rental Agreement (all pages)
 - Resource Order(s)
 - Damage documentation
 - Incident inspection sheets if available (not mandatory)
- Send all documents in ONE PDF file to sm.fs.nerv@usda.gov.

MOTOR VEHICLE ACCIDENT REPORT

RESOURCE ORDER OVERHEAD

Enterprise Rental Agreement

NERV (National Emergency Rental Vehicle) Payment Cover Sheet

REMIT COMPLETED PACKET TO:
Scan and Email entire package to: SMFS.NERV@usda.gov

Package must be combined to one PDF format file with naming convention:
AB-CD-00000_0-1-Plate

INCIDENT NAME <i>Always start with the leading incident #</i>	INCIDENT NUMBER <i>(in CR-REP 000-04)</i>	RESOURCE ORDER # <i>(REQUIRED)</i>	START DATE ON INCIDENT	END DATE ON INCIDENT	PAY CODE <i>(on resource order)</i>	OPERATOR/GROUND SUPPORT PRINT NAME & E-MAIL

REQUIRED SUPPORTING DOCUMENTS TO INCLUDE WITH THIS PAYMENT COVER SHEET

- Resource Order(s) for EACH incident the vehicle is utilized on.
- Rental Agreement from vendor provided at the time the vehicle is picked up or delivered.
- Copy of Inspection from Ground Support (Only if there was inspection done - not required)
- All Documentation of Damage (include pictures, damage reports, accident reports and contact names/numbers for all involved)

Questions? E-mail: SMFS.NERV@usda.gov

For additional copies of this sheet or guidance of this BPA visit the NERV website: <https://sites.arsafsa.com/ftrinetnet.gov/>

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.

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



[Return to Phase 2 side](#)

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

July 2021

NERV Rental Example

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 NERV Rental Day 1	2	3
4	5	6	7 NERV Rental Day 7	8	9	10
11	12	13	14 NERV Rental Day 14	15	16	17
18	19	20	21 NERV Rental Day 21	22	23	24
25	26	27	28	29	30 NERV Rental Day 30	31

HAVE YOU SEEN ME?

PLEASE DO NOT DUMP VEHICLES



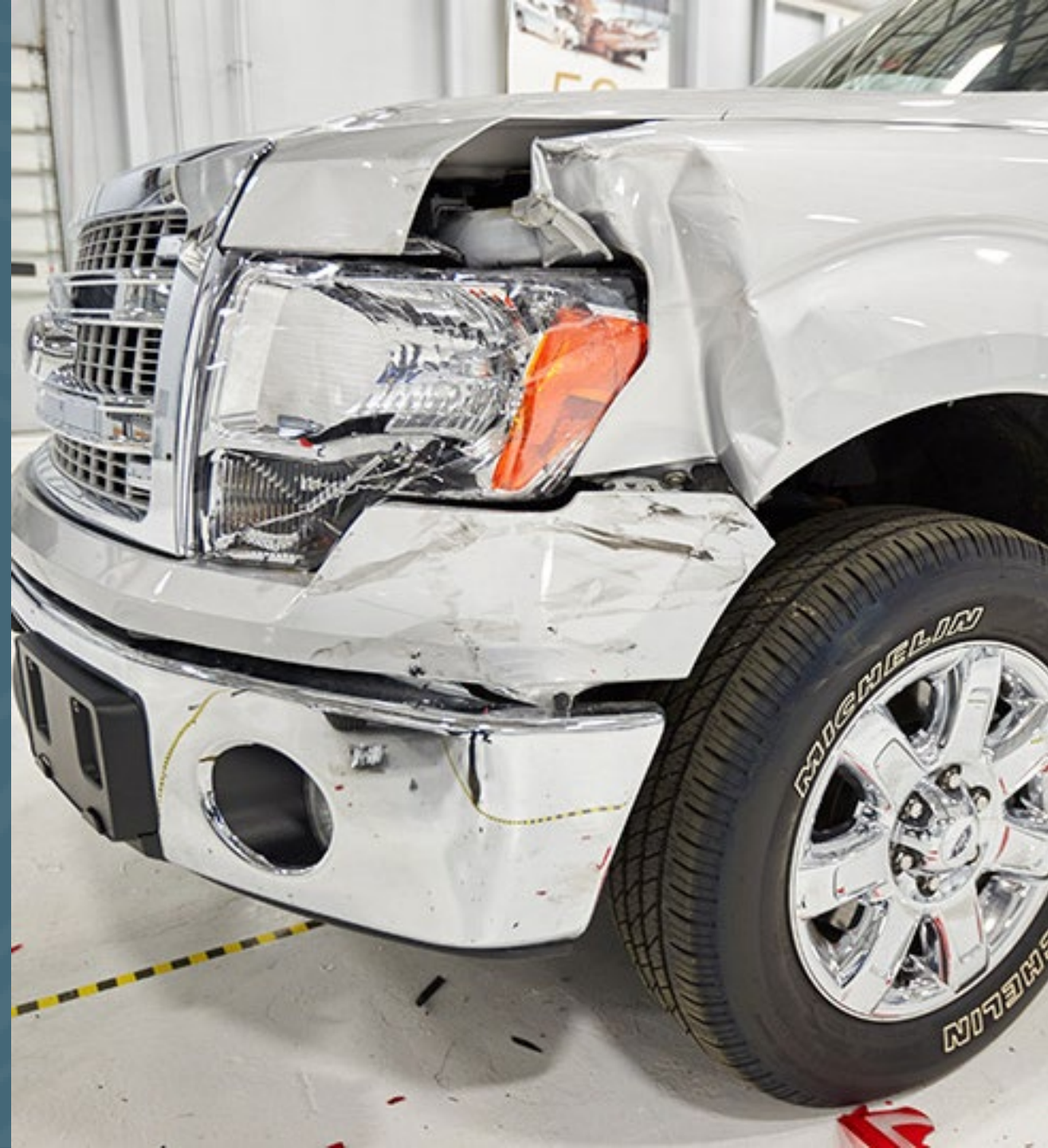
OOPS!

- If your vehicle is damaged during your rental, complete the SF-91 or SF-94 or agency required damage documentation.
- Submit the damage documentation with the user package.
- 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.

Accidents happen – make this situation better by reporting it.



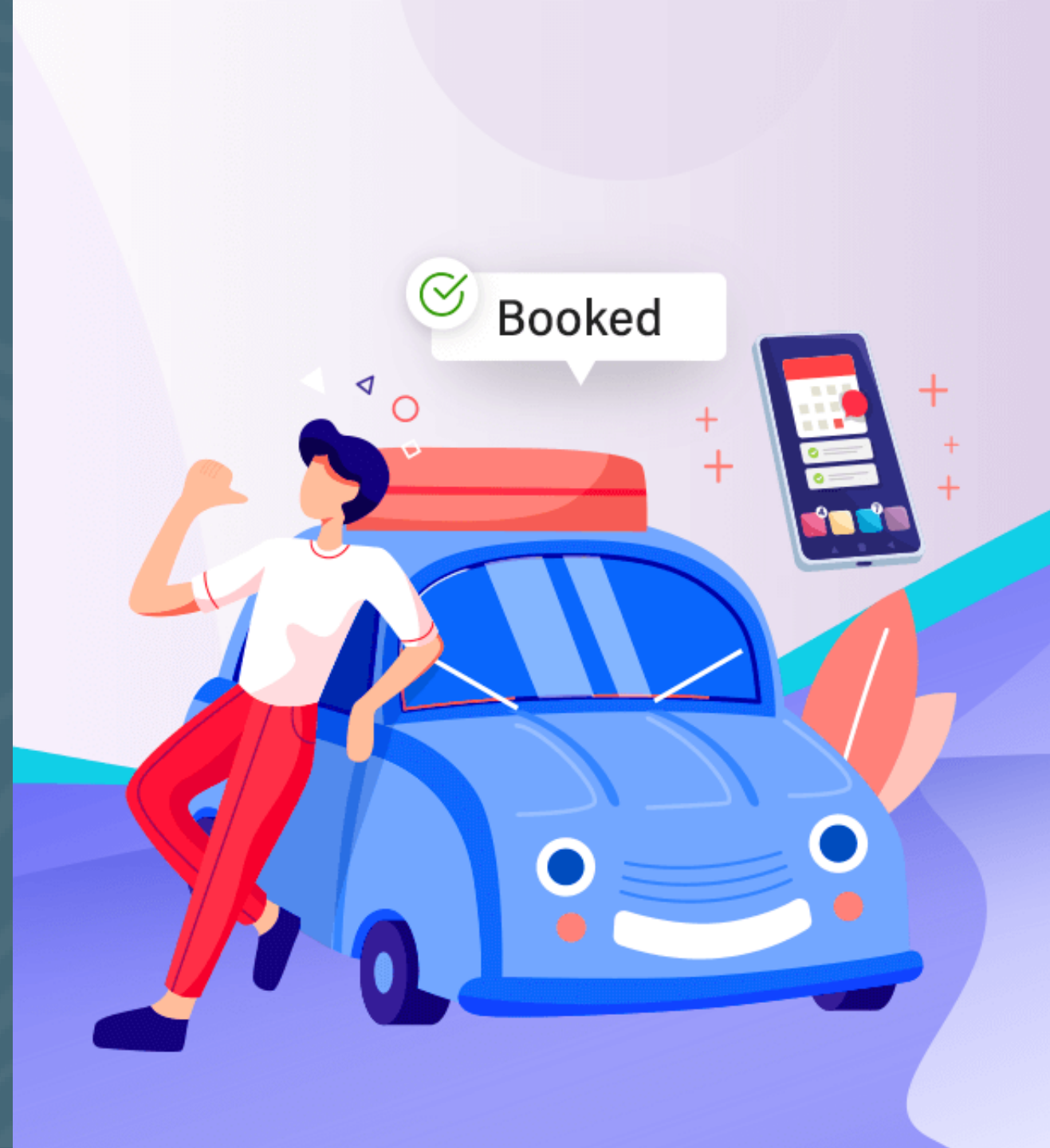
[Return to Phase 2 side](#)



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); you are required to book your reservation through your standard travel reservation process.
- If there are issues with the reservation, call the Enterprise help desk at 844-665-4702

More on reservations in the
[NERV UPDATED SOPs](#)



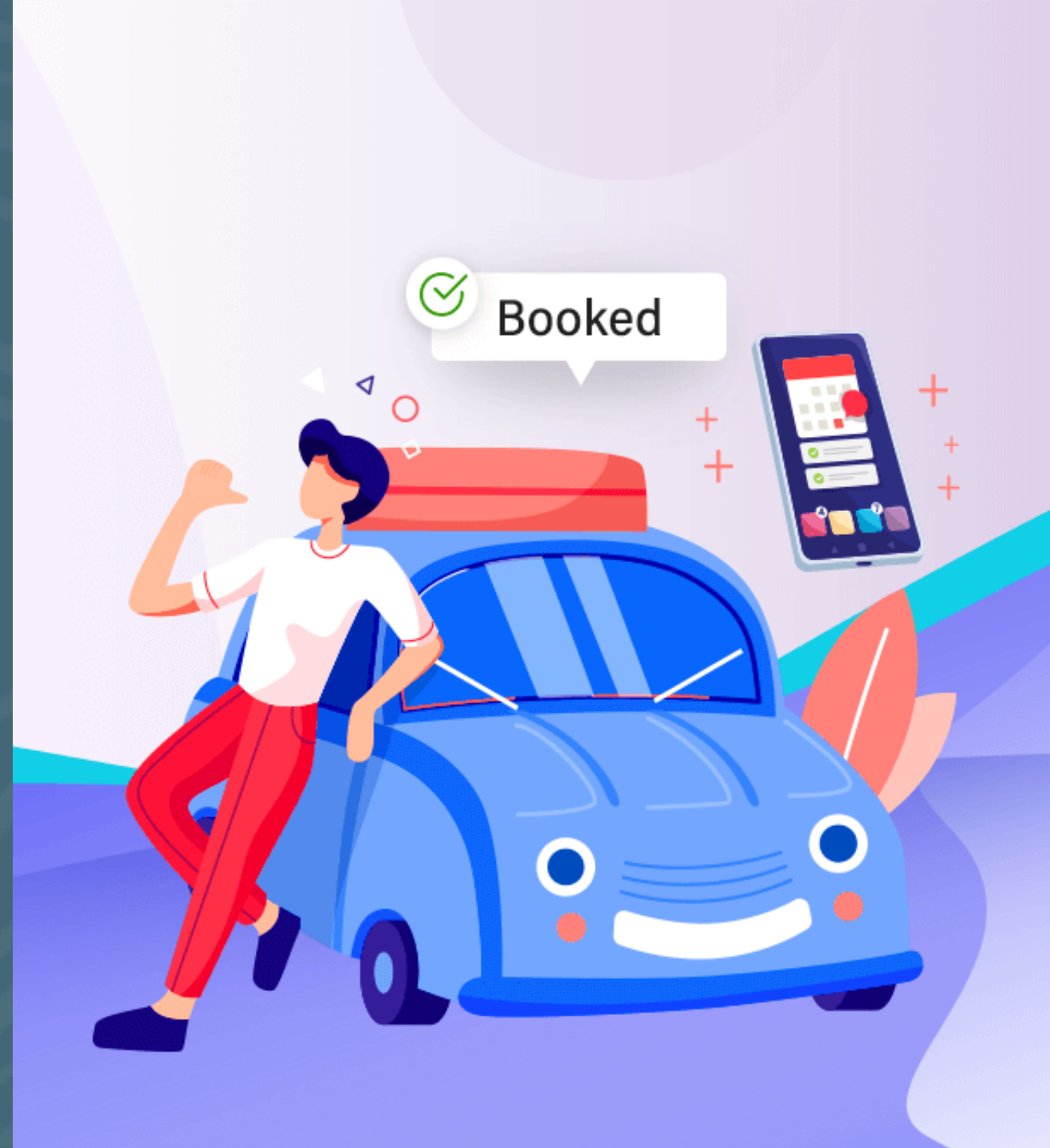
Transferring Vehicles

- 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/fir/enet.gov/nerv/home>



Enterprise 855-266-9565
-Roadside Assistance -
800-307-6666