



Short-Term Rental Customer Guide

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Chapter 1 - The GSA Fleet Short-Term Rental Program

The Short-Term Rental (STR) program is a service offered by GSA Fleet for vehicle and equipment rental services for mission essential duties exclusive of TDY or travel. Travel related vehicle needs should be sourced using your agency's internal travel system.

STR streamlines the procurement and ordering of short-term rental vehicles and equipment. The program serves as a single point of contact to obtain rental quotes and place orders with the rental vendors. GSA Fleet manages the entire process from rental requirements to invoicing. You are billed on your GSA account through the Vendor and Customer Self Service (VCSS) system.

The STR program operates off Multiple Award Schedule (MAS) categories 532111 (vehicles) and 532310 (equipment). Only vendors awarded a MAS contract under these categories are eligible to provide vehicle & equipment rental services through STR. Any vendors interested in participating in STR should contact gsa_rental@gsa.gov for additional information.

STR Authorized Users

All federal agencies and entities eligible to lease from GSA Fleet can use STR for mission essential duties exclusive of TDY or travel. Definitions and listings of eligible organizations for all GSA activities can be found in GSA Directive 4800.21 OGP [Eligibility to Use GSA Sources of Supply and Services](#).

Definition of a Short-Term Rental

[41 CFR 102-34.35](#) defines a motor vehicle rental as obtaining a motor vehicle by contract or other arrangement from a commercial source for less than 120 continuous days. This definition restricts vehicles rented through Short-Term Rental to 119 days.

Vehicle requirements for 120 or more continuous days are subject to the identification requirements in [41 CFR § 102-34 Subpart C](#) and reporting requirements in [41 CFR § 102-34 Subpart J](#). There is no commercial leasing option through Short-Term Rental. Leased vehicles can be obtained through [GSA Fleet](#) or commercially through [GSA's Multiple Award Schedule](#).

Equipment rental is not subject to the above definitions and regulations; rental lengths are limited to 365 days per request. Any vehicles rented through the equipment program that can be registered and licensed in a state are limited to 119 days in accordance with 41 CFR 102-34.35.

Any questions on these solutions or requirements can be directed to gsa_rental@gsa.gov.

Vehicles Available Through the STR Program

Short-Term Rental provides all vehicle types available for rent commercially under MAS category 532111. There are over 50 vehicle types available for customers to request through webSTR. Common vehicle types include:

- Sedans of all sizes
- Minivans
- Passenger and cargo vans
- SUVs
- Light trucks
- Box, flat-bed and stake trucks
- Buses (without drivers)
- Refrigerated trucks and trailers
- Tractors and trailers

Equipment Available Through the STR Program

Short-Term Rental provides rental equipment through MAS category 532310. WebSTR lists the most commonly requested and commercially available rental equipment. Inquiries for equipment availability not listed on webSTR should be sent to gsa_rental@gsa.gov. Common equipment items include:

- Aerial lifting
- Compaction
- Earth moving
- Forklift and cranes
- Generators and electrical
- Heating and AC
- Trucks and utility vehicles
- Light towers
- Welders
- Dewatering pumps

Benefits of the STR Program

Benefits of using STR include:

- Lowest available commercial rates
- Easy, hassle-free procurement
- Convenient online request system, available 24/7
- Fuel cards provided
- Tax-exempt rentals (in most states)
- Separate billing for Rental and GSA Fleet leasing
- No fee for additional drivers

Government Administrative Rate Supplement (GARS) is not permitted through the Multiple Award Schedule program and Short Term Rental. Short-Term Rental encourages the use of non-airport vendor locations in order to reduce ancillary rental car fees.

STR Rental Process Timing

STR competes every rental request among all eligible vendors to ensure the lowest available commercial rates. The standard turnaround time for a request is 72 business hours. Vendors have 48 business hours to respond to Requests for Quotes (RFQs) with vehicles and/or equipment available for pickup 24 hours later. Requesting delivery may delay this timeline.

Any quotes that are received are emailed to customers for review. Customers must select a vendor in WebSTR (STR's online ordering system) before an order can be awarded by GSA and reservations are created.

Customers are encouraged to submit rental requests with as much lead time as possible. Requests may be submitted up to 1 year in advance. More complex requests (large quantities or specialized vehicles or equipment) require adequate lead time to increase the likelihood of fulfilling the requirement. More lead time can also increase competition and provide better pricing. For more information or assistance with complex requests, please contact us at gsa_rental@gsa.gov.

STR for National Emergencies

Short-Term Rental is the primary emergency response program for GSA Fleet and offers expedited request times and direct coordination between customers and vendors to provide vehicles and equipment immediately after an event occurs or during recovery efforts. The dedicated emergency support line during or following an event is 312-886-8670. If multiple channels are being sourced for vehicles/equipment, please notify us to ensure we are not competing for the same resources. Lastly, please make sure funding is ready and available so we can quickly act to reserve vehicles and/or equipment.

STR OnDemand

STR OnDemand offers more flexibility than the traditional short-term vehicle rental offering. STR OnDemand allows customers to forecast future vehicle usage and reserve vehicles directly at the awarded vendor's commercial website. Once reserved, you can pick up your vehicle immediately!

OnDemand Benefits:

- Offers more flexibility
- One upfront contract = no 72-hour lead time
- Reserve directly at the vendor's website
- Discounted GSA pricing

Following the initial task order award, the vendor will build a unique booking link with the awarded vehicle types and awarded rates. This initial account setup requires a 14-day lead time. Once the account is set up, users can reserve vehicles immediately.

Great examples of when to use OnDemand are unexpected maintenance, down time due to an accident, and events where there is limited advanced notice.

Customers can reserve sedans, SUVs, minivans, 12-15 passenger vans, cargo vans, and trucks directly at the vendor's website. There may be a limited availability on specialty vehicles, including vans and trucks due to the location and demand. Vehicle availability may not be accurately reflected on the vendor's website during national disasters or other emergencies.

The OnDemand period of performance can be up to one year, with any single vehicle restricted to 119 days of continuous use within that period. Estimated vehicle quantities, types and locations are needed to submit OnDemand requests.

If you have 72 hours lead time (or more) or need a large quantity of vehicles, the traditional STR program is best to ensure availability and the most favorable pricing.

Chapter 2 - Becoming an STR User

Registration is completed at <https://str.gsa.gov>. Your Billed Office Address Code (BOAC) as well as basic contact information is needed to complete the registration. A BOAC or “Account Code” is a six-digit alphanumeric code used to identify the address to be billed for services received from GSA Fleet. An account code is tied to a location, not to a person or specific line of accounting.

Obtaining a BOAC/Account Code

Existing GSA Fleet customers can obtain account code information from their Fleet Service Representative (FSR) or agency’s financial point of contact (POC). For non-GSA Fleet customers, a new account code needs to be created.

If your agency does not currently have a BOAC/account code, one can be requested by emailing gsa_rental@gsa.gov. You will need to provide the following information:

- Mailing Address Line 1:
- Mailing Address Line 2:
- Mailing Address Line 3:
- Mailing City:
- Mailing State:
- Mailing Zip Code:
- Primary AR (Accounts Receivable) Contact Title:
- Primary AR Contact Name (First Name and Last Name):
- Primary AR Contact Email Address:
- Primary AR Contact Phone Number:
- Primary AR Contact Fax Number:
- Treasury Account Symbol (TAS):
- *Agency Location Code (ALC):

**Civilian Agencies Only*

Account code requests are processed in 2-4 business days. An email with the new BOAC will be sent to the primary accounts receivable POC. Please note that many agencies require bureau or headquarters approval for new BOAC requests.

Once a BOAC is established, customers can register at <https://str.gsa.gov>. Please note that a separate registration is required even if you have a GSA account with another GSA application. The same password and security question may be used by leaving those fields blank during STR registration.

New customers are required to provide the following information to register for STR:

- First and last name
- Email address - this will be your login to the system. A government email address must be associated with your account.
- BOAC

- Fed Code - optional field used to group billing
- Agency/Installation name - auto filled based on the BOAC provided
- Phone number
- Address - this will become your default rental location and can be changed when creating a request for rentals needed elsewhere.

Account Hierarchy & Restrictions

WebSTR allows users/agencies to put account hierarchies in place. There are two permission levels available:

- **Full access** - users with this permission level have full access to submit requests, select vendors, and approve funding.
- **Request only** - users with this permission level can submit requests and cannot select a vendor or approve funding. A user with full access must select the vendor and approve funding for requests submitted by users with request only permissions. A user with full access must be cc'd on user accounts with request only permissions.

Additional restrictions such as new registrations, hierarchy requirements and vehicle/equipment type rental restrictions are also available.

Please [contact](#) the STR Office if you are interested in using account hierarchies.

Chapter 3 - STR Costs

The following costs may be incurred with STR rentals:

- STR fee
- Rental rates
- Fuel charges
- Supplemental charges

STR Fee

The STR Fee is designed to cover the overhead of the Short Term Rental program and allows us to continue to provide innovative solutions for your vehicle and equipment rental needs. The STR fee is only billed once a request is awarded. You will be notified of the fee amount prior to accepting a quote and again upon award notification. The STR fee is not refundable for requests that are canceled after award. A full breakdown of the STR fee can be found at www.gsa.gov/str.

Rental Rates

The Short-Term Rental program competes all requests among eligible MAS vendors to ensure the best commercial rates are quoted at the time of the request. This dynamic pricing fluctuates based on the time of year, availability and general rental industry market trends. Average monthly costs by vehicle/equipment type are available along with program ceiling rates at www.gsa.gov/str. These documents are updated quarterly to provide accurate pricing information.

Fuel Charges

Fuel cards may be requested when submitting vehicle/equipment requests through STR. STR fuel cards can only be used to purchase fuel and are automatically terminated at the conclusion of a request. All charges are passed through to your GSA Fleet Rental bill.

All fuel transactions are emailed to the requesting customer in compliance with [OMB A123 Appendix A](#). All exempt taxes are removed before they are passed to your GSA Fleet Rental bill.

Supplemental Charges

Supplemental charges may include damage, excessive cleaning fees, tolls, traffic violations or fuel. Government Administrative Rate Supplement (GARS) is prohibited through the Multiple Award Schedule (MAS) contracts. Any damages to the vehicles or equipment are submitted to GSA as a claim. This claim package typically includes cost estimates and photos. Each individual claim is reviewed by the Short-Term Rental office. Any valid claims are paid by GSA and all costs are passed through to your GSA Fleet Rental bill. Please note that claims are not permitted to include ancillary costs for administration, loss of use or diminished value.

Returned vehicles that require cleaning beyond normal vendor procedures may be assessed an additional cleaning fee. These cleaning fees are submitted to GSA and reviewed as a claim.

Any valid claims are paid by GSA and all costs are passed through to your GSA Fleet Rental bill.

Any tolls incurred during a rental are paid by the rental vendor and passed through to GSA as an administrative cost. All valid toll costs are paid by GSA and passed through to your GSA Fleet Rental bill.

The using agency is responsible for any traffic or parking violations that occur during the rental. Parking violations, red-light camera tickets and other civil citations may be billed to GSA and passed through to your GSA Fleet Rental bill.

Pursuant to FMR 102-34.235, “[The driver] must obey all motor vehicle traffic laws of the State and local jurisdiction, except when the duties of [the driver’s] position require otherwise. [The driver is] personally responsible if [they] violate State or local traffic laws. If [the driver is] fined or otherwise penalized for an offense [they] commit while performing [their] official duties, but which was not required as part of [their] official duties, payment is [their] personal responsibility.”

Chapter 4 - Creating a Request

All vehicle and equipment requests are submitted through WebSTR at <https://str.gsa.gov>.

Customer Dashboard

The login landing page is the customer dashboard. This dashboard shows you the status of all requests that have been submitted on your individual account. The categories tracked are:

- Request in Progress - the request is open for vendors to submit quotes OR the request is being reviewed by GSA's Contracting office for award.
- Awaiting Vendor Selection - the vendors have submitted quotes and you must select a vendor to proceed.
- Awarded Requests - the request has been awarded by a GSA Contracting Officer.
- Declined Requests - the request has been declined by a GSA Contracting Officer.
- Cancelled/Closed Requests - the request has been cancelled either prior to award by the customer or following award by a GSA Contracting Officer. Closed requests did not receive a quote from vendors.
- Invoiced - invoices were submitted by the vendor and approved by GSA.

Creating a Request

1. Click "Request" at the top left side of the screen.
2. On the menu that drops down, click "Create Request."

Customer Information

1. Select your BOAC from the drop-down menu.
2. Enter a Fed Code if necessary.
 - A Fed Code is an optional two-digit alpha/alphanumeric field used to group similar charges on GSA billing statements (ex: AC, 3L). It allows you to track charges on your GSA bill if you are sending vehicles to multiple locations. By adding a Fed code at the beginning of the request, you can group charges on your GSA Fleet Rental bill. When you receive your bill, each Fed Code will be a new line item with charges. You can then match the fed code with your locations.
3. The customer information will populate automatically with the information associated with your account.
4. You can enter an additional email address that will be cc'd on all emails pertaining to the request.
5. Click "Next."

Renter's Address

1. The Renter's Address is the location where vehicles will be rented. If requesting delivery, this will be used as the delivery address.
 - A checkbox is available to populate the Renter's Address if it's the same as the previous tab, Customer Information.
2. Select the address type from the drop down menu (business, military, residential, school, other).
3. Click "Next."

Request Information

1. Select your request type - vehicle, equipment, or OnDemand.
2. Vehicle & OnDemand requests require that you certify that the request is not for TDY/travel.
Equipment requests require you to fill out the intended use of the equipment.
3. Select your best value evaluation criteria. Each request is evaluated based on Best Value. At least one of the below factors should be selected. This factor(s) should be used when choosing a vendor and will be reviewed by the STR Contracting Office. Please note that price is always the primary evaluation factor.
 - **Location** - sometimes the lowest quote is from a branch significantly further away. Transportation cost or man hours can be factored into overall cost, prioritizing the quote with a closer location.
 - **Past Performance** - Issues documented with the STR office can be used as a reason to not select a certain vendor if they are the lowest cost vendor. Absence of any experience with a vendor does not count as past performance.
 - **Transition Cost** - If vehicles/equipment is already in possession of the customer, there may be additional delivery fees or time lost if transitioning to a new vendor. In this case it may be more cost effective to select the incumbent even if not the lowest cost.
 - **Vehicle/Equipment Specifications** - Technical requirements (crew cab, 4x4, etc.) needed to support your mission.
 - **Environmental Impact** - Environmental impact of a certain vehicle or equipment can be a consideration. An example would be equipment that uses only recycled hydraulic fluid.
4. Indicate if you require fuel cards for your rentals.
 - This field defaults to “Yes” for vehicle requests and “No” for equipment requests.
 - Fuel cards are not available to order with OnDemand requests.
5. Add any additional remarks. Please note that these will be included in the RFQ email to vendors.
6. Click “Next.”

Fuel Card Delivery

1. Enter the fuel card delivery address. Please note that fuel cards are sent through UPS and therefore P.O. boxes cannot be used. The options on this page are:
 - Use Customer Address - automatically populates the address on your account.
 - Copy Renter’s Address - automatically populates the address entered earlier under “Renters Address”.
 - Use Address Below - enter a new address that you want the fuel cards sent to other than customer and renter.
2. Click “Next.”

Select Rental Items

In this section you will select the type of vehicle or equipment by selecting a category and then subcategory to find the item you need. This section uses pictures to simplify the ordering menu. Please note the photos represented are for examples only and do not represent the exact

vehicle or equipment that will be provided. The first level consists of broad categories (e.g., sedan and SUV for vehicles and earth moving and aerial lifting for equipment). The second level displays the vehicle/equipment types underneath the broad category. (e.g., compact sedan and large SUV for vehicles and dozer and boom lift for equipment). Equipment rental has a third level for further detail.

1. Select your level one rental item.
2. Select your level two rental item.
3. Select your level three rental item (if equipment).
4. Click "Next."

Due to the vast scope of the MAS contracts, not all items are listed on the website. If you do not find exactly what you are looking for, please contact us at gsa_rental@gsa.gov.

Item Information - Vehicle and Equipment Requests

1. Select if you would like your rentals for pickup or delivery. Vehicle requests default to pickup and equipment requests to delivery. Note: Delivery may have an additional cost.
2. Select "Type of Rental" from the drop-down menu.
 - Additional
 - National Emergency
 - Special Function
 - AMC (Accident Management Center)
 - MCC (Maintenance Control Center)
3. Enter "Driving miles" (Vehicles Only).
 - Heavy trucks (e.g., box truck, semi-tractor, etc.) have a contracted mileage rate. The mileage estimate is used to calculate the full estimated cost. Please note you will be billed for actual mileage used regardless of what is entered in this field. More information on this can be found on the ceiling rate documents on gsa.gov/str.
4. Enter "Est. Usage Hours" (Equipment Only).
 - Usage hours are used to calculate the full period of performance. Each 8 hour shift is considered 1 day. (e.g., 24 hour estimated usage for generators will be quoted as triple shift) Please note you will be billed for actual usage regardless of what is entered in this field.
5. Enter the quantity required for this vehicle or equipment type.
6. Enter the start date and time of the request.
 - The start date must be 72 business hours from the date and time of submission to allow for a 48 hour quoting period for vendors and time for GSA to award the request after a quote is approved.
7. Enter the estimated return date and time.
 - Vehicle requests are limited to 119 days and equipment requests are limited to 365 days.
8. One Way Rentals
 - One Way Rentals are rentals with a different pick up and return location. Please note that selecting one way rentals may limit vendor availability. Heavy Trucks and buses are often not available as one way rentals.

9. Enter any special requirements for the request (e.g., crew cab, 4X4, dozer with six-way blade, etc.)
 - Note: Specific make/model requirements may not be able to be accommodated.
10. Click “Add to Cart.”

Item Information - OnDemand Requests

1. Delivery is not available for OnDemand requests.
2. Select “Type of Rental” from the drop-down menu.
 - Additional
 - National Emergency
 - Special Function
 - AMC (Accident Management Center)
 - MCC (Maintenance Control Center)
3. Enter “Driving miles.”
 - Heavy trucks (e.g., box truck, semi-tractor, etc.) have a contracted mileage rate. The mileage estimate is used to calculate the full estimated cost. Please note you will be billed for actual mileage used regardless of what is entered in this field. More information on this can be found on the ceiling rate documents on gsa.gov/str.
4. Enter the quantity required for this vehicle type.
5. Pre-registration override reduces the lead time for OnDemand requests from 14 days to the standard 72 hours. This option can only be selected for previous OnDemand users.
6. Enter the number of days forecasted to be used during the period of performance.
 - If you entered a quantity greater than 1, this is the total amount of days for ALL of those vehicles (357 days for 3 vehicles would be 119 days per vehicle).
7. Enter the start date of the period of performance.
8. Enter the end date of the period of performance. The total period of performance cannot exceed one year.
9. Enter any special requirements.
10. Click “Add to Cart.”
11. Continue adding additional rentals to the request if necessary.

Check Out

1. Once you have all items added to the cart, click the “Check Out” button on the right-hand side of the screen.
2. Select the line items you would like to check out with by clicking on the radio buttons next to the items.
3. Once all line items are selected, click “Submit Request.”
4. A pop-up message will show the request was submitted successfully and provide a six-digit request number.

Selecting a Vendor

The standard solicitation period is 48 business hours. Once the solicitation closes, email notifications are sent indicating whether or not quotes are received. Quotes need to be accepted in WebSTR in order to move forward with the rental.

Quotes are valid for 5 business days or until the start date/time of the request, whichever is sooner. Any requests without a vendor selection after 5 business days will be closed.

If no vendor is able to support your requirements you will receive an email letting you know that no bids were submitted. Please reach out to our [office](#) for further guidance.

1. To select a vendor, login to WebSTR.
2. The “Awaiting Vendor Selection” box on your dashboard lists all requests to be reviewed for acceptance.
 - Approving officials for accounts with hierarchy approval levels will also receive email notification on all quotes.
 - Approving officials can view quotes by choosing “Select Vendor” under the “Request” menu and searching the applicable request number.
3. Approving/Declining Quotes
 - The low cost vendor is selected as a default. Selecting a higher cost vendor requires remarks to be entered substantiating the best value selection.
4. Click “Submit.”
5. Clicking “Decline” will notify the vendors that all quotes were rejected. A new request should be submitted if the vehicles/equipment are still needed.

Once a vendor selection is submitted, the quote will be reviewed by a GSA Contracting Officer. Vehicles or equipment can not be received without a valid award from GSA.

Chapter 5 - After a Request is Awarded

E-mail notification is sent to both the selected vendor and STR user once a request is awarded and the GSA fee is billed to your BOAC. Please note that only a GSA Contracting Officer has the authority to make changes from an awarded task order.

Following a task order award, the awarded rental provider will contact the user directly to provide reservation numbers and arrange delivery/pickup of the vehicles or equipment. GSA's terms and conditions require rental vendors to hold all reservations for 48 hours following the task order start date/time.

If a request needs to be cancelled after it is awarded, please contact the STR office at gsa_rental@gsa.gov. If cancellation isn't submitted and vehicles aren't picked up, the vendor has the option to bill up to two days' rental fees. If the vehicles/equipment were submitted for delivery and the vendor delivered prior to receiving the cancellation, they are permitted to bill for the delivery costs. Any additional costs incurred by the vendor prior to cancellation e.g., staging costs, transporting vehicles between rental locations, etc. may be billed.

Vehicle Type not Available at Pickup

Rentals through STR are sourced from commercial rental providers. Availability may be fluid based on rental inventory at the time of quote and expected rental returns. If the requested rental type is not available at the time of pickup/delivery, the rental provider is required to provide a suitable upgrade at no additional cost.

Authorized Drivers & License Requirements

Vehicles/equipment will be rented for the express use of performing customer agency mission requirements. Authorized drivers include the requester and, at no additional charge, anyone over the age of 18 and authorized by the using agency in accordance with their official mission. Additional drivers do not need to be listed on the rental contract. Please note that some vendors may have additional age restrictions in their MAS contract, up to 25 years, for certain vehicle types e.g., 15-passenger vans.

The rental provider may require employee identification. A government employee's official identification is authentication for pickup unless otherwise specified by GSA. At the request of the rental provider, the renter will provide a current official duty mailing address and telephone number. The rental provider can request to see a government employee's driver's license or equipment operator certification to ensure they can legally drive/operate equipment but any copy of the license must be kept secure and not used for any internal or external marketing. The rental provider is not permitted to contact the individual seeking payment/reimbursement.

Mileage/Usage Restrictions

There are no mileage or usage restrictions on vehicles or equipment rented through STR.

Heavy trucks (e.g., box truck, semi-tractor, etc.) have a contracted mileage rate. Estimated mileage is required at the time a request is submitted. Please note you will be billed for actual

mileage used regardless of what is entered in this field. More information on this can be found on the ceiling rate documents on gsa.gov/str.

Early Rental Return

Rentals may be returned to the provider prior to the rental end date without penalty. The rental provider may only bill for the user rental period and is not permitted to charge a penalty or additional fee for early returns of vehicles/equipment.

If you are billed for a rental period after the return of vehicles/equipment, please contact the STR office at gsa_rental@gsa.gov immediately.

Extending or Modifying Rentals

Only GSA Contracting Officer's are authorized to modify or change an awarded task order through STR. Customers should not contact the rental provider directly to extend the rental period or modify their rental in any way.

Customers are notified via email ahead of the rental period expiring. If the rental is needed for additional time, a new request (also referred to as a "rebid") is required and will be competed among all eligible vendors. The following instructions should be followed for all "rebid" requests:

- Have the start date and time immediately begin after the current rentals end date and time.
- Under the 'Special Requirements' section input 'Rebid of *current request number*'. *
- Mark 'Transition Cost' under the 'Best Value Criteria' if the cost of transition to a new vendor will be taken into consideration during vendor selection.

Rebids should be submitted at least one week before the current task order expires.

Please note that new fuel cards need to be ordered with rebid requests. If additional rental time is requested from someone other than the ordering official (the same requestor of the original request), GSA Fleet will contact the original requestor for verification.

Chapter 6 - STR Fuel Cards

Fuel cards can be requested for both vehicle and equipment rentals through STR.

Fuel Card Purchases

The STR fuel card can only be used to purchase fuel. It cannot be used for [maintenance](#) items or vehicle products. STR fuel cards are similar to GSA Fleet services cards in appearance and function. The fuel card is marked with "Fuel Only" and is embossed with the STR request number. Fuel cards can only be used for the period of the vehicle rental. At the expiration of the contract, the card is automatically terminated and should be destroyed. If a rebid is being submitted, new fuel cards need to be ordered.

Personal Identification Numbers (PIN) are used to prevent unauthorized use of a card should it become lost or stolen. Please [contact](#) the support center if you need help with your PIN.

Fuel Card Ordering Process

Fuel cards are ordered when you [select a vendor in WebSTR](#). Cards are delivered in 2 business days if the vehicle/equipment pickup date is within 10 days. All other cards will be delivered approximately 1 week before the contracted pickup or delivery date. Cards are sent via UPS and cannot be mailed to a P.O. Box.

Fuel Cards and Multiple Vehicle Requests

Fuel Cards associated with Short-Term Rentals are not assigned to specific vehicles. The fuel cards are assigned to a request number and can be used with any vehicle on that request number.

Fuel Card Termination

Fuel cards are automatically terminated at the conclusion of a rental period of performance. GSA does not need you to return these terminated fuel cards. Please destroy the card after the request has ended.

Lost Fuel Cards

Please reach out to gsa_rental@gsa.gov if you need a replacement fuel card or to report a lost fuel card.

Fuel Card Not Working

Please contact gsa_rental@gsa.gov if you have any questions about a fuel card that is not working.

Chapter 7 - Maintenance & Accident Procedures

Rental Maintenance

If maintenance is required during a rental, the renter should coordinate directly with the rental provider. Rental providers will work to minimize any impact to customer missions and may swap vehicles/equipment as needed.

Rental providers may also request preventive maintenance be completed during a rental. The rental provider may direct renters to approved maintenance facilities or swap the vehicle. If the preventive maintenance request is not completed and damages occur, the customer will be responsible for these charges.

Rental Breakdown, Crash, or Accident

All vehicle rental providers have 24-hour Roadside Assistance programs. If vehicle repair assistance is needed, the Roadside Assistance phone number or local rental branch should be contacted.

Accident damage should be reported to the rental provider immediately. The rental provider will advise on all required information and provide further guidance. If the vehicle is not safe to operate, the rental provider will assist with towing the vehicle and providing a replacement if required. Rental providers may elect to leave the vehicle on rent if the damage is minor and only cosmetic.

Any damages to the vehicles or equipment are submitted to GSA as a claim. This claim package typically includes cost estimates and photos. Each individual claim is reviewed by the Short-Term Rental office. Any valid claims are paid by GSA and all costs are passed through to your GSA Fleet Rental bill. Please note that claims are not permitted to include ancillary costs for administration, loss of use or diminished value.

Driver Protection

The [Federal Tort Claims Act \(FTCA\)](#) protects drivers who are performing actions within the scope of their official duties. If an individual is injured or property is damaged as a result of wrongful and negligent acts of a federal employee acting in the scope of his or her official duties, the injured individual may file a claim with the Government for reimbursement for that injury or damage. For more information, refer to the US Code (USC) for information on [tort claim procedures](#) and to the Code of Federal Regulations (CFR) for information on [employee representation](#). Note: This language is information only and Federal employees should always consult with their Office of General Counsel.

The FTCA waives the sovereign immunity of and permits persons to sue the Government of the United States. The Federal Government acts as a self-insurer and assumes liability for the negligent or wrongful acts or omissions of its employees acting within the scope of their official duties which cause injury, loss of property, or death. The United States Government is liable to the same extent an individual would be in similar circumstances.

Any claims for liability by a 3rd party should be referred to the using agency's Tort/Claims office.

Chapter 8 - STR Billing

Viewing/Paying Fleet Rental Bills

All charges for STR will be on your GSA Fleet Rental bill which can be accessed online through GSA's [Vendor and Customer Self Service \(VCSS\)](#). VCSS is a web-based application that allows customers to view billing and payment information for all account codes (otherwise known as Billed Office Address Codes (BOACs)) for which they have been granted access.

GSA Fleet customers are required to pay their GSA Fleet bills in full each month. The statements are accessible online in VCSS by the 10th of the month, and payment is due to GSA within 30 days for non-federal customers and 45 days for federal customers. It is the agency's responsibility to download the GSA statement each month from VCSS to process for payment. GSA recommends that agencies assign two designees (ensuring access during absences and turnover) with access to VCSS to pull the statement(s).

Customers can pay their GSA Fleet bills via check, credit card or Intra-Governmental Payment and Collection (IPAC). IPAC is the preferred method of payment for GSA Fleet. Please note, non-federal customers can not pay via IPAC.

For payments by check, the agency's paying official must annotate in the check's memo field both the statement number and account code.

For payments by credit card through [pay.gov](#), the agency's paying official must annotate with the VCSS statement number.

In order to pay via IPAC, customers are required to enter their line of accounting (LOA) information in the Wallet within GSAfleet.gov. Additional information on the Wallet and setting up your LOA can be found in the [Wallet User Guide](#). For assistance with or questions about The Wallet, email Fleetbusinessoversight@gsa.gov.

VCSS Quick Tips

How do I register for access to VCSS?

Customers can request a VCSS user ID at vcss.ocfo.gsa.gov. Customers must register their GSA issued account codes and Agency Location Codes (ALCs) in order to view their monthly statements. Further guidance on registering a BOAC or requesting access can be found on the [VCSS resource page](#).

What information can I expect to find on VCSS?

From the menu bar, there is a vertical row of menus, with each menu item containing a side-bar menu of additional options. Some of the side-bar menus include:

- **Account** – Allows customers to view information about all active accounts such as outstanding balances and business line summary.
- **Statement** – Allows customers to view and print statements for all accounts for which they have access. The View Details selection also allows customers to access a CSV file

with all the available data in the VCSS system for a given year for each vehicle billed to the account(s) queried.

- **Payments** – Allows customers to search for and view payments made to GSA and refunds made from GSA to their accounts.
- **Correspondence** – Allows customers to ask questions about their account or a specific statement, payment, or refund on their account. Customers can dispute charges, change account administrators, or change contact information for their account by submitting correspondence through this tab. All correspondence is saved in the system so that customers can search, sort, and download correspondence sent and received for specific statements.

Who do customers contact if they have questions?

Customers should send questions to the OCFO Service Desk at businessapps@gsa.gov or contact them at 866-450-6588

Please visit the [Resources page](#) on the VCSS website for more information about how to use VCSS.

STR Billing Process

Vendors typically invoice monthly for all ongoing and completed rentals. The STR program office reviews each invoice to ensure it's in accordance with the task order requirements. Customers are only billed once an invoice is approved by the STR program office.

Customer account holders will receive emailed receipts for all STR charges billed to their BOAC/account code. The charges will be included on your monthly GSA Fleet Rental statements in VCSS. All charges will be associated with a six-digit STR request number and an A8 sales code.

Chapter 9 - STR Reporting

The “Reports” menu in WebSTR includes two standard format reports that customers can use to view information related to their STR account. Both reports can be filtered with basic information such as BOAC or a specific time period. Reports are downloadable in Microsoft Excel format. More information on the reports is below.

- **Rental History Report** - Downloads filtered data showing all request info for the user’s account including vehicle/equipment type, dates requested, award status, location and rental POC.
- **Bid Report** -Downloads filtered data showing all awarded vendor information including vehicle/equipment type, award date, vendor information and pricing for each request.

Chapter 10 - Contacting the STR Office

Please reach out to the STR office with any questions you may have. The STR Technical Support Team is available to answer your questions Monday through Friday 7:00 AM - 6:00 PM CT by email, phone, or chat.

Email: gsa_rental@gsa.gov

Phone: 1-866-886-1232

Chat: str.gsa.gov