

JANUARY-FEBRUARY 2022



## Enterprise Introduces New Account Rep

A new, dedicated Enterprise Rent-A-Car representative has been announced to assist Passkey Members with individual and business vehicle rentals. Bryant Johnson, a company veteran and service-oriented professional, is focused on supporting customer needs in these unprecedented times.

"It's been a near-perfect storm for the car rental industry over the past two years, and Enterprise has endeavored to meet customer needs while keeping them and our employees safe," says Bryant.

Rentals plummeted in the early days of the pandemic and providers reduced their fleets to lower carrying costs. Then, with air travel still restricted but people eager to get places again, there was a surge of demand for rentals. This surge continued into 2022 as the Omicron variant forced widespread flight cancellations. At the same time, supply chain issues plagued the auto industry, making replacement vehicles hard to come by.

Faced with almost overwhelming demand combined with restricted access to new vehicles to expand its fleet, Enterprise has focused on what it can control: customer service delivered to its always high standard, and enhanced safety through its "Complete Clean Pledge."

"Enterprise has always had an extensive training process on the proper cleaning of a vehicle, but we've implemented more comprehensive cleaning mandates for vehicles, shuttles and branch locations," says Bryant. "With the enhancements we've made, we've put an even greater focus on more than 20 high-touch points."

Passkey members enjoy a low negotiated day rate that does not fluctuate seasonally. For business travel, insurance coverage is included at no extra charge. Youthful drivers' fees are also waived. Enterprise boasts industry-leading customer service, recently ranked by J.D. Powers as delivering the best overall customer satisfaction in 2021; National features a more streamlined, self-service model. The discounts are available at all 9,500 locations.

To access the Passkey discount for rental cars through Enterprise, visit [fccsconsulting.com/passkey](https://fccsconsulting.com/passkey). For questions about Enterprise rentals through Passkey, contact [Bryant Johnson](#).

### About Passkey

Powered by FCCS and backed by a 20-year track record, Passkey leverages the collective purchasing power of cooperatives, associations, public entities and industry groups to negotiate significant discounts with national partners.

Discounts include business service solutions as well as many personal discounts available to the employees and boards of participating organizations, from car rentals and vacations to telecom services and office supplies. With no cost to participate, we invite you to join the program.

For more information about Passkey, [visit our website](#) or contact [Heather Tseng](#), Passkey Sales and Marketing Manager at 303.903.8544.