

## Rental Leasing Services

<b>Subject:</b>	Acceptable & Unacceptable Drivers License
<b>Procedure No.</b>	Forthcoming
<b>Distribution:</b>	RLS Server = Company Wide
<b>Date:</b>	October 17, 2013
<b>Company Wide Implementation Date:</b>	October 17, 2013
<b>Replaces Procedure:</b>	New
<b>Other References:</b>	Procedure No. Forthcoming
<b>Purpose</b>	<b>To Communicate:</b> <ul style="list-style-type: none"><li>• Acceptable and Unacceptable Drivers Licenses</li></ul>

## Rental Leasing Services

### Customer Qualifications - Driver's License

License Scanning	Currently, renter's licenses are scanned to your location's designated license folder.
Lost or Missing Licenses	Customers who have lost, misplaced, or forgotten their license may not rent a vehicle.
Driver's License Check	<p>Check the driver's license for five specific items:</p> <ul style="list-style-type: none"> <li>• Photograph / Physical Description</li> <li>• Birth Date</li> <li>• Expiration Date</li> <li>• Signature</li> <li>• Alterations</li> </ul> <p>Check the current I.D. Checking Guide for specific State License details.</p>
<b>Check this ...</b>	<b>To ensure that ...</b>
Photograph / Physical Description	It looks and describes the customer, given normal physical changes (aging, weight loss or gain, etc.)
Photo	It looks like the customer
Height / Weight / Gender	It describes the customer, given normal physical changes (aging, weight loss or gain, etc.)
Name	The name corresponds to the gender of the customer
Date of Birth / Age	It's realistic for the customer presenting the license The customer meets the minimum age requirements
Expiration Date	The license is valid, has not expired. A possible exception, military personnel with active military ID. Check the current I.D. Checking Guide for specific State Military License Extension guidance information.
Signature	Signature matches the signature on the credit card or another form of ID, such as a passport. Signature matches the customer's signature on the Rental Agreement.
License Alterations	The information on the license is accurate. <i>Do not accept any license that has been tampered with or altered in any way.</i>
Military Personnel Expiration Date Exceptions	<p>Military personnel who are away from their home state while on active military duty might present an expired license. Each state has different policies about military extensions. Check the current I.D. Checking Guide for specific State Military License Extension guidance information.</p> <p>Generally, states that allow automatic extensions for its residents on active duty, may require:</p> <ul style="list-style-type: none"> <li>• The license to have been current when the resident began serving, and...</li> <li>• Proof of Active Duty to be carried with the license</li> </ul>

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### Acceptable and Unacceptable Licenses Types and Characteristics

<b>The following licenses are acceptable to use when renting a vehicle.</b>		
<b>License Type</b>	<b>Accepted</b>	<b>Characteristics</b>
Permanent State-issued	Yes	Each state has its own format Look for verification. Such as a state seal, security features, and that the license is not expired.
Temporary State-issued	Yes	Issued in some states at the time of application until a permanent license ID is prepared and mailed. Check the current I.D. Checking Guide for specific State License details.  Carefully check the temporary license to make sure: The expiration date has not passed The temporary license was not issued for a serious traffic violation.
Chauffeur's	Yes	These licenses allow people to get paid for driving their own vehicle or a vehicle owned by someone else.
Foreign – issued	Yes ( <i>See Exception below.</i> )  <i>Exception: No if Employees can't read the license &amp; there is no Int'l ID accompanying.</i>	These are licenses from other countries. Pay careful attention to the physical characteristics if there is no photo. If you or a fellow employee are unable to read the license in the language of the issuing country, ask the customer if they also have an International Drivers Permit. <b>DO NOT</b> accept an International Drivers Permit without also seeing the foreign issued license. We <b>DO NOT</b> rent on International Driver's Permits.
Maryland Provisional License	Yes ( <i>See Exception below.</i> )  <i>Exception: A Maryland Provisional license with an alcohol restricted driving band.</i>  <i>RLS brands do not rent to drivers with licenses that have alcohol restrictions.</i>	The state of Maryland has a provisional driver's license that it issues to persons who previously held a driver's license from another state, country or the armed forces. These drivers will receive a provisional license if they have less than 18 months of driving experience "regardless of their age".  We will accept this type of provisional license at all rental locations as long as the customer meets our standard rental requirements.  Standard Rental Requirements:  <ul style="list-style-type: none"> <li>✓ Customer Meets The Minimum Age For The Rental</li> <li>✓ The Physical Damage Requirement Is Met</li> <li>✓ The Rental Deposit Requirement Is Fulfilled</li> <li>✓ The License Does Not Have *an Alcohol Restricted Driving Brand.</li> <li>✓ The License Is Valid. Valid = Not Expired.</li> </ul>

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**The following licenses are not acceptable to use when renting a vehicle.**

Maryland License Branded “Not for Federal Purposes”	No	This license is issued to individuals who have had a MD license prior to June 2009 but currently do not have proper documents to prove they are in the country legally. This license is not accepted at our locations at this time.
Branded Licenses	No	Currently this type of license is not accepted at our locations. For example: An alcohol restricted license.  <i>RLS brands do not rent to drivers with licenses that have alcohol restrictions.</i>
Military or Government	No	These licenses are valid when driving government - owned vehicles.
Lerner’s Permit	No	These are issued in many states to driver’s education students and do not authorize students to drive by themselves.
Motorcycle	No	These may be issued separately from a standard driver’s license and DOES NOT authorize the holder to drive any other vehicle type.
State photo ID	No	State ID’s are issued as a means of identification only.
A License with a P.O. Box Address	No	A license with a P.O. Box address is not accepted at our Corporate Store Locations.

Please feel free to call the Risk Department if ever you need guidance or assistance with any driver’s license acceptance situation. When in doubt please call for assistance.

Risk Manager		James Dorsey Office: 240-581-1382 Cell: 240-417-8689 <a href="mailto:dorseyj@rentone.com">dorseyj@rentone.com</a>
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