



UCAR Program Procedure



UCar Program Procedure

TABLE OF CONTENTS	PAGE
GETTING STARTED:	3
MAKING A RESERVATION:	4
UCAR RESERVATION SYSTEM:	5
UCAR CONFIRMATION PAGE:	6
ONLINE RESERVATION QUICK TIPS:	7-8
PICKING UP A UCAR:	9
STARTING THE PRIUS:	10
STARTING THE CAMRY:	11
STARTING THE MINI VAN:	12
STARTING THE SUBURBAN:	13
STARTING THE RANGER:	14
RETURNING A UCAR:	15
LOST AND FOUND:	16
FUELING THE UCAR:	17
PARKING THE UCAR:	18
BILLING:	19
CREDITS AND FEES:	20

Getting Started

GETTING STARTED

If you are a current University of Washington Staff, Student or faculty member, you may rent a UCAR. All you need is your UW Net ID to get started. A UCAR may only be used for official University business.

SIGN UP FOR A UCAR ACCOUNT

You *must* have a UCAR account set up to rent a UCAR. Access the UCAR account form by visiting our web site at www.washington.edu/admin/motorpool

You will need the following to set up the account:

- Current e-mail address
- Driver license number and expiration date
- Budget number(s) from your department
- Budget number authorizer's UW Net ID
- Budget number billing contact UW NET ID

Once Fleet Services has received this information, we will process your request and you will be set up in the UCAR system. A confirmation e-mail of your UCAR account will be sent and you are now ready to rent a UCAR. **As a UCAR driver, you are also obligated to read the Fleet Services Operations Program Policy: Manual for drivers.** http://www.washington.edu/admin/motorpool/vehicle_policy/manual.php



Making a Reservation

The most efficient way to make a reservation, is by using the Fleet Services On-Line Reservation System. Reservations may also be made by phone at Fleet Services Rental Office at 206-221-3594.

TO MAKE AN ONLINE RESERVATION:

- Go to www.washington.edu/admin/motorpool
- Select the Rent a Vehicle option on the left side of the web page
- Select UCAR Hourly Rental
- Sign in with your UW NetID
- Select the UCAR reservation button and reserve your vehicle.

The UCAR Reservation System

UCAR RESERVATION OPTIONS System

[New Reservation](#)

[Graphical Reservation](#)

[Change/Cancel
Reservation](#)

[My Trips](#)

[My Account](#)

New Reservation

From here, you may select the date and time for which you would like to rent the vehicle, which vehicle type you would like (sedan, compact, pick up truck or SUV depending on the location) and what location you would like to pick up your UCAR (Central Parking Garage, South Campus Center, E2 parking lot or UW Tower) Once your request has been approved, a key manager access code will be displayed. You will also be sent a confirmation e-mail. **PLEASE NOTE THAT YOU MUST HAVE YOUR KEY MANAGER ACCESS CODE TO PICK UP THE KEYS FROM THE KEY MANAGER. YOU MUST ALSO HAVE YOUR KEY MANAGER ACCESS CODE TO RETURN THE KEYS AT THE END OF YOUR RENTAL**

Graphical Reservation

From here you may view the availability of the UCARS. You may also make a reservation from this page.

Change/Cancel Reservations

View and update upcoming reservations prior to reservation start time. You may also send Fleet Services notices such as: Damage, technical problems with the car, vehicle is soiled, fuel was less than ¼ and update or add budget numbers.

My Trips

View past rentals and send comments to Fleet Services regarding your rental.

My Account

View and update personal account information (e.g. email address, phone, etc.)

The UCAR Confirmation Page

Program Coordinator Larissa Austin

Organisation University of Washington Customer number 2370 PIN Login Logout

U-CAR UW MOTOR POOL

New Reservation Graphical Reservation My Reservations My Trips My Account

Please confirm the following reservation:

City	Seattle - UW Campus
Location	E-2 Lot
Location note	Located off of 25th just south of U-Village, near Motor Pool and Physical plant.
Vehicle	Compact Hybrid
Vehicle note	Toyota Hybrid Prius includes air conditioning, cruise control, power steering and cd player.
Start of reservation	Wed 07 th May. 2008 02:30 pm
End of reservation	Wed 07 th May. 2008 03:00 pm

Additional reservation information:

Budget No	14277 XXX
U-CAR policy?	<input checked="" type="checkbox"/> I agree to the UCAR policies, and hold a valid driver's license.
Driver Name (if different then person making reservation)	<input type="text"/>
(T)ask Code	<input type="text"/>
(O)ption Code	<input type="text"/>
(P)roject Code	<input type="text"/>
If you have rented a U-CAR vehicle before, how satisfied were you with the program?	<input type="radio"/> 1 not satisfied <input type="radio"/> 5 <input type="radio"/> 2 <input type="radio"/> 6 <input type="radio"/> 3 <input type="radio"/> 7 very satisfied <input type="radio"/> 4 <input type="radio"/> N/A
Primary use of vehicle?	<input type="radio"/> Teaching <input type="radio"/> Clinical <input type="radio"/> Research <input type="radio"/> Development / Extension / Marketing / PR / Outreach <input type="radio"/> Admin and Support <input type="radio"/> Student Activities

Confirm Change data Abort operation

Done Internet 100%

Check to verify that you have agreed to the UCAR policies and have a valid license.

Click here to confirm your reservation

If you are making the reservation for someone else, please insert their name here. You must also verify this driver has agreed to the UCAR policies and that they have a valid drivers license before making the reservation on their behalf

Online Reservation Quick Tips

How do I update a reservation?

- Reservations may only be updated prior to reservation start time. Contact the UCAR rental agent (206) 221-3594 to update reservations after the reservation start time.
- Select “Change/Cancel Reservation”
- Select “Change” under the selected reservation
- Update information
- Select “Send Modification Request”
- Check and make sure the changes are correct
- Select confirm

How do I book more than one reservation for the same period?

- Call in request to the UCAR agent (206) 221-3594

Can I book a specific vehicle?

- Only the UCAR agent can book a specific vehicle.

Cancelling a reservation before start time

- Select the “Change/Cancel Reservation” tab
- Select “cancel” under the selected reservation
- Select “confirm”

Cancelling a reservation after start time

- Call in request to the UCAR agent (206) 221-3594

How do I change budgets to an existing reservation

- Select the “Change/ Cancel Reservation” tab
- Budgets may only be updated prior to trip completion.
- Select “change”
- Select “send modification request”
- Update budget no.
- Select “confirm”

Online Reservation Quick Tips Cont.

How do I add budgets?

- Send a comment via “Change/Cancel Reservation” tab by selecting “note”,
- OR, send an email to mpreserv@u.washington.edu with subject line “**UCAR CHANGE BUDGET REQUEST**” and list the budgets, billing contact and budget authorizer UW NetID, or
- Contact the UCAR agent at 206-221-3594

Sending comments to the Fleet Services.

- Select the “Change/Cancel Reservation” or “My Trips” tab
- Select “comment”
- Check off the appropriate comment and select “submit”

Updating user information on your UCAR account

- Select “My Account” tab
- Update information
- Select “submit changes”

How to look up a key manager access code for a reservation?

- Select “Change/Cancel Reservation” tab
- Your key manager access code will be listed under “code”

What happens if my log ends?

- Log back in through Fleet Services On Line Reservation page (<http://www.washington.edu/admin/motorpool/>)

Picking up a UCAR

The UCAR vehicles and Key Managers are located in the **Central Parking Garage** (Accessible from the Kane Hall or Gerberding entrance on level C1) the **South Campus Center** (Mid-Level between M17 and M18. Located behind the UW Medical Center on the 2nd floor, near the north main stairwell) **E2 Parking Lot** (Key manager and vehicles are in the SW corner of the parking lot) **UW Tower** (Vehicles and key manager are located in the A garage on level 4E. The key manager is located next to the elevators) Once you have received a key manager access code from the online system you may use the Key Manager to retrieve a set of keys for your rental. **YOU MUST HAVE YOUR KEY MANAGER ACCESS CODE TO PICK UP THE KEYS FROM THE KEY MANAGER.**

Accessing the UCAR key

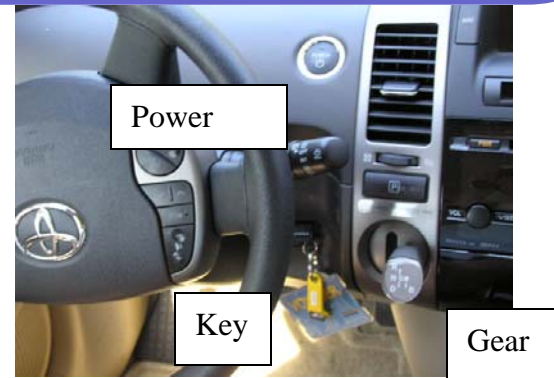


- Enter your key manager access code "C12345"
- Pull the handle
- On the display, you can see which key was reserved for you and when your reservation period ends. Additionally, the reserved key is marked by a **green light**. **Caution: Use only the specified key.** The other keys cannot start the car.
- Please don't forget to close the door.

Pre and Post Vehicle Inspection

- Perform a walk around the vehicle to check for damages. To report damage, complete the Damage Tracking Diagram located in the glove box. Notify us as soon as possible via email at mpreserv@u.washington.edu or by phone at 221-3594.

Starting the Prius



1. Hold the silvery button of the yellow wand for about one second onto the *data key reader* until the green light starts flashing. Now you have one minute to start the car. If you take longer, the flashing green light turns to red again and you have to repeat this process.
2. Insert the key (Black remote) into the designated area between steering wheel and gear shifter
3. Depress the brake pedal + press the power button (if you depress the power button before the brake pedal, the vehicle will not start)
4. Put the vehicle in gear and you're ready to go!

Restarting

- Each time you turn off the ignition the green lamp starts flashing. If you just want to stop for a short time you don't have to do anything.
- Upon return to the car, if the green light is still flashing you can start immediately. If the red light is flashing, hold the yellow wand for about one second onto the data key reader until the green light starts flashing.

Starting the Camry

1. Hold the silver button of the yellow wand (Key FOB) on the “Data Key Reader” (Black box under dash), for about one second, until the green light starts flashing. You have one minute to start the car. If you take longer, the flashing green light turns to red again and you need to repeat this process.



2. Since there is no physical “Key” for this vehicle, you may put Key FOB in your pocket or bag
3. Depress the brake pedal and press “Power” button at the same time (If you depress the power button before the brake pedal, the vehicle will not start).

4. Put the vehicle in gear and you’re ready to go!



Starting the Dodge Caravan

- Hold the silver button of the yellow wand (*Data Key*) on the “Data Key Reader” (*Black box under dash*), for about one second, until the red light turns green. You have one minute to start the car. If you take longer, the green light turns to red again and you will need to repeat this process.



- Insert key into the ignition, and start the vehicle.
- Put the vehicle in gear and you're ready to go!

Starting the Suburban

- Hold the silver button of the yellow wand (*Data Key*) on the “Data Key Reader” (*Black box under dash*), for about one second, until the red light turns green. You have one minute to start the car. If you take longer, the green light turns to red again and you will need to repeat this process.



- Insert key into the ignition, and start the vehicle.
- Put the vehicle in gear and you're ready to g

Starting the Ranger

- Hold the silver button of the yellow wand (*Data Key*) on the “Data Key Reader” (*Black box under dash*), for about one second, until the red light turns green. You have one minute to start the car. If you take longer, the green light turns to red again and you will need to repeat this process.



- Insert key into the ignition, and start the vehicle.
- Put the vehicle in gear and you're ready to go!

Returning the UCAR

- If you are back at the parking garage or parking lot from which you picked up your vehicle and want to end the trip, press the yellow data key for about two seconds onto the data key reader until the green light turns red. You have then successfully logged off the onboard computer and collected your trip data. **You must return the UCAR to the location that you picked it up from.**
- Make sure you have all your belongings before exiting the vehicle.
- Close all doors and lock the car. Double check that the doors are closed
- Return your key back to the key manager by entering your confirmation no. **YOU MUST HAVE YOUR KEY MANAGER ACCESS CODE TO RETURN THE KEYS TO THE KEY MANAGER.**
- Open the key manager and insert the silvery button on the data key tag in any of the free slots.
- Please don't forget to close the door.
- The trip data of your trip will be displayed. Close the door. If the driven distance is only displayed if you logged off correctly. If you forgot to log off, don't worry as the distance will not be lost and will be shown correctly on your monthly bill.
- Now that the UCAR usage has increased, its extremely important that the UCARS are returned on time.



Lost and Found

Found item

- Call UCAR agent at 206-221-3594 or send UCAR comments
- Place found item in the trunk of the vehicle

Lost item

- The user will be able to access the UCAR any time during their reservation period.
- If the key has been returned to the key manager, follow the Picking up a UCAR Procedure.
- If the reservation period has ended and the vehicle is at the UCAR station, the user may call the reservation agent to request access to the vehicle.
- If the reservation period has ended and the vehicle is out on another rental, call the rental agent to coordinate a time to access the vehicle



Fueling UCAR

- Whenever the gas gauge reaches one quarter of a tank, the UCAR client must refuel the tank. Clients are required to fuel at the Fleet Services Operations, address 4549 25th Ave NE, Seattle Washington, 98105 (across the street from University Village) when refueling within a 5 mile radius from campus. If you are away from campus, a Voyager Fleet fuel card is provided with each key which may be used at any major retail fueling station. Each Voyager Card will require a pin number and odometer reading when fueling. The Pin number is located in the Voyager brochure which is located on the glove box of every UCAR



Parking the UCAR

- UCARS may be parked free of charge in any general UW parking location and any metered parking stall within the City of Seattle. Rules of UW reserved parking, City of Seattle metered parking guidelines and other parking notices must be followed.
- Personal vehicle parking is not available for UCAR rentals.
- Additional parking information listed in the program policy for drivers.



Billing

- All UCAR rentals will be charged to a six digit University of Washington departmental budget number. When setting up your UCAR account, you may add which budget numbers you would like to use. The UCAR on line system allows you to select which budget number you would like to charge for each reservation. Only one budget number can be used per rental.
- Fleet Services is a Project Task Accounting member and the option is available when requesting your UCAR reservation.
- Billing is automatically charged to the budget via ISD and a copy of the trip detail is sent to the billing contact via email.
- Hourly costs include gasoline and insurance. There are no mileage charges or membership fees.
- Hourly costs are calculated by booked reservation time (e.g. a reservation booked from 9 to 11 however, used from 10 to 11, will be charged from 9-11). If the actual trip is longer than the booked period, costs are calculated per 15 minute intervals and a late return fee may apply to cover the cost of alternative transportation to the next renter.



Credits and Fees

Fees

- **No Show Fee:** If a rental reservation is made and the renter does not cancel resulting in a “no show”, they will be charged for all hours reserved up to a maximum charge of one day.
- **Late Return Fee:** If a rental vehicle is returned late and Fleet Services is not notified in advance, a fee will be charged to cover the cost of alternative transportation to the next renter. The fee will cover any additional costs (difference between Fleet Services rental rate and Enterprise, taxi, or other alternative mode of transportation.) A late fee will not be charged if Fleet Services is contacted in advance and can coordinate other arrangements at no additional costs.
- **Emergency Cleaning Fee:** A \$15 fee will be charged if the interior of vehicle is left extremely dirty.
- **Ignition Replacement Fee:** The cost to replace the UCAR key is \$300 (\$185 for key , \$100 for labor costs and \$15.00 for credit card holder)
- **Lost Credit Card Fee:** \$25.00 fee for lost credit card