

FLEET SERVICES RENTAL GUIDE (UPDATED)

IMPORTANT CHANGES AT FLEET USC LOCATION

- *All vehicle keys will now be picked up & returned using a 6-digit confirmation code sent to the vehicle requestor at the time of reservation.**
- *This confirmation code is especially important to ensure that the correct keys are dispensed, and the reservation is billed correctly. Please be sure to have it on hand for pickup and return**
- *Pickup forms will no longer be required. All reservations are now paperless**
- *Users should have their ending odometer readings on hand at the time of return. Ending odometer readings will now be entered by the user at the time of return on the key box screen. This is particularly important to capture accurate miles travelled for accurate billing**
- *Accurate pickup and return times are extremely important. Keys can be picked up within a two-hour window beginning at the scheduled pickup time. If not picked up within this window, your reservation will be automatically cancelled. All pickup changes should be communicated accordingly to give us time to update**
- *Keys become available 15 minutes prior to the scheduled pickup time. If you need to pick up earlier, we will need to be notified so we can update and charge accordingly.**

UPDATED RENTAL PROCEDURES-FLEET USC LOCATION

- *All fleet vehicles have numbered and assigned spaces. **Please park your personal vehicle in an unnumbered space****
- *Enter the back door via Action Card and use Confirmation code to access the key box**
- *Keys are to be retrieved and returned via the Asset Works automated key box. The license plate and space number are on the key fob to help you identify your vehicle. Instructions below**

RETRIVING YOUR KEY

- 1) Touch the Screen to begin
- 2) Press "Pickup"
- 3) Enter your 6 digit confirmation code
- 4) Open door to the box and your key will be illuminated by a red light; Remove key
- 5) Close the key box door

TRIP GUIDELINES

*All vehicles are equipped with a WEX fuel card located on the driver's side visor. Instructions are with the card. All fuel is to be purchased with this card and it is accepted at most major fuel stations

*Emergency procedures and emergency numbers are located on a yellow sheet within the vehicle's glovebox

*We make every effort to ensure the vehicles are fueled and clean for each trip. During peak times, vehicles may be used on back-to-back days/nights not allowing us to re-fuel and clean. Please try to return the vehicles with at least ½ tank in consideration of other drivers

*Upon return, please park your vehicle in its **assigned and numbered space**

RETURNING YOUR KEY

- 1) Touch the screen to begin
- 2) "Return"
- 3) Enter the ending odometer reading
- 4) Verify that you have all your belongings from the vehicle
- 5) Open the door to the box and place the key into any available space
- 6) Close the key box door

FOR AFTERHOURS ISSUES OR EMERGENCIES, PLEASE CALL UAPD AT (205)348-5454