



UCAR Help Guide and Program Procedure

Updated March 7, 2012



UCAR Program Procedure Table of Contents

UCAR Help Guide

	Page
○ Fueling your UCAR.....	3
○ Picking up and Returning a UCAR.....	4
○ Pre-2010 Prius UCAR Starting Instructions.....	5
○ Camry and 2010+ Prius UCAR Starting Instructions.....	6
○ Generic UCAR Starting Instructions.....	7
○ Parking your Personal Vehicle and UCAR.....	8
○ What to do In a Accident or Vehicle Breakdown?.....	9

Program Procedure

○ Getting Started.....	10
○ UCAR Locations.....	11
○ Making a Reservation.....	12
○ UCAR Reservation system: New Reservation Tab.....	13
○ UCAR Reservation system: Graphical Reservation Tab.....	14
○ UCAR Confirmation Page.....	15
○ UCAR Ride Share.....	16
○ Online Reservation Quick Tips.....	17
○ Online Reservation Quick tips continued.....	18
○ Lost and Found.....	19
○ Billing and Fees.....	20

You are required to refuel your UCAR before returning when there is a ¼ tank of fuel or less. Fleet Services does not bill for the fuel put into the vehicle directly, fuel charges are based on mileage driven.

Fueling by UW Seattle Campus

- If you are by the UW Seattle campus and it is during Fleet Services hours (M-F 7 A.M. to 4 P.M.) UCAR members are required to fuel at Fleet Services Operations, address 4659 25th Ave NE, Seattle WA, 98105 (across the street from University Village). Instructions for fueling are located at the fuel pumps or you may ask any Fleet Services staff member for assistance.

Fueling off campus

- If you are away from campus, a Comdata fuel card is provided with each key which may be used at any major retail fueling station. Each Comdata Card will require a pin number and odometer reading when fueling. The Pin number is located in the Comdata brochure which is located on the glove box of every UCAR.
- All fuel receipts must be returned to Fleet Services at campus box 354270 or mailed to 4659 25th Ave NE, Seattle Washington, 98105

Picking up and Returning a UCAR

4

The UCAR confirmation email includes the Key Manger Access Code and pickup/drop off location. **Remember to keep your Key Manager Access Code as you will need it to return UCAR keys.**

Picking up a UCAR key

- Enter your Key Manager Access Code “CXXXXX” at the key manager
- Open the key manger door and remove the key that has a blinking **green light** above it. Securely close the door.
- Find the vehicle. The metal tag will have the vehicle number which is on the front and rear windshield of UCARs or you can press the lock button on the remote several times and the correct vehicle should honk or flash its lights.

Returning a UCAR key

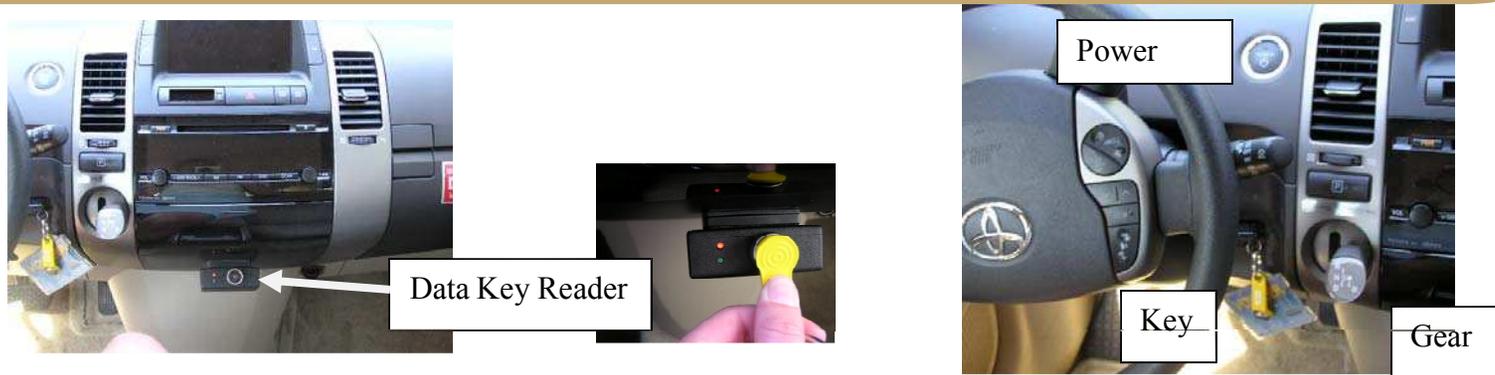
- When returning the vehicle to same as pickup location, press the yellow data key for about two seconds onto the data key reader until the green light turns **red**.
- Make sure you have all your belongings before exiting the vehicle.
- Close all doors and lock the car.
- Enter your Key Manager Access Code “CXXXXX” at the key manager.
- Open the key manager and insert the yellow wand into any free slot. **Do not leave key loose in the bottom of key manager**
- Shut the key manager door and make sure it is fully closed.
- It is extremely important that the UCARS are returned on time. Please Contact Fleet Services if you know you will be delayed in returning your UCAR at 221-3594

Pre and Post Vehicle Inspection

- Perform a walk around the vehicle to check for damage or problems with vehicle. To report damage, complete the damage tracking diagram located in the glove box and notify Fleet Services as soon as possible via email at fsrent@uw.edu or by phone at 206-221-3594.

Pre-2010 Prius UCAR Starting Instructions

5



1. When seated, press the yellow key fob's silver button on the data key reader until the light turns **green**. You have one minute to start the car. If you take longer, the green light turns to **red** again and you have to repeat this process.
2. **Insert the key** (Black remote) into the key slot between the steering wheel and designated area and gear shifter
3. **Depress the brake pedal first then press the power button while holding the brake pedal down.** If you press the power button before the brake pedal the vehicle will not start.
4. Put the vehicle in gear and you're ready to go!

INSTRUCTIONS FOR STARTING VEHICLES ARE IN THE GLOVE BOX OF ALL UCARS

Camry and 2010+ Prius UCAR Starting Instructions

6

1. When seated, press the yellow key fob's silver button on the data key reader until the light turns **green**. You have one minute to start the car. If you take longer, the again and you have to repeat this process.

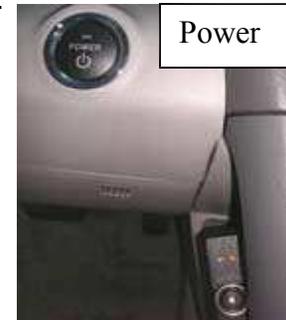
Data Key reader



2. **Place the key (black/silver) remote in your bag, pocket, or in the center console area.** Because there is no physical key slot on these vehicles the key just needs to be inside the car.

3. **Depress the brake pedal first then press the power button while holding the brake pedal down.** If you press the power button before the brake pedal the vehicle will not start.

Power



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

INSTRUCTIONS FOR STARTING VEHICLES ARE IN THE GLOVE BOX OF ALL UCARS

Generic UCAR Starting Instructions

7

1. When seated, press the yellow key fob's silver button on the data key reader until the light turns **green**. You have one minute to start the car. If you take longer, the green light turns to **red** again and you have to repeat this process.



Data Key Reader



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

INSTRUCTIONS FOR STARTING VEHICLES ARE IN THE GLOVE BOX OF ALL UCARS

UCAR Parking

- UCARs can be parked free of charge in all general UW parking lots and City of Seattle metered parking stalls up to the maximum allowed meter time. UW parking rules and City of Seattle metered parking guidelines must be followed.
- UCARs must be returned to the same location they were picked up from. Each UCAR location has specific vehicles assigned that need a place to park.

Personal Vehicle Parking

- Your UCAR confirmation email includes a special UW parking permit that allows you to park your personal vehicle in a UCAR stall (marked UCAR) at the location and for the duration of the rental.
- Personal vehicles with UCAR permits parked in a UCAR stall after the reservation time has ended may be ticketed or towed.

What to do in an Accident or Break Down?

9

What to do in an accident

Stop immediately and take required precautions to prevent further collisions or accidents. If there is an injury **call 911** and **CEI at 1-877-443-5777**. Provide the other parties involved in the accident the UW Liability Insurance ID Card located in the vehicle information packet in the glove box. Take the other parties insurance and contact information. If there is visible damage to any vehicle involved in the accident, call the police to have a police report completed. Contact CEI to report the accident.

When calling CEI, identify yourself as a UW employee and provide the requested information. After calling, fill out a CEI accident report located in the glove box. Have your manager sign the accident report and forward it to Fleet Services within 24 hours. If necessary, CEI can tow a Fleet Services vehicle back to Fleet Services or a repair shop if you're outside Seattle or its after hours. CEI can provide a rental vehicle if you're away from campus or the accident took place after Fleet Services office hours.

For minor damage or if no other vehicles are involved contact CEI to report the incident. Identify yourself as a UW Employee. Fill out a CEI accident report. Have your manager sign the report and forward it to Fleet Services within 24 hours. Contact Fleet Services and arrange for a damage assessment.

Any damage or vandalism to a UCAR must be reported to Fleet Services even if a driver is not present at the time of damage. A CEI accident report must be filled out.

Roadside Assistance

If a vehicle breakdown occurs during Fleet Services business hours Mon – Fri, 7AM – 4PM, call 206-221-3594 / 206-685-1566 or email fsrent@uw.edu. After business hours contact NAC Fleet Rescue 1-800-356-9316. NAC Fleet Rescue can transport you and the vehicle to the nearest applicable dealership. If this isn't an option, request transportation to the nearest maintenance shop. An NAC brochure with more information is included in the vehicle information packet. If you're unable to have the vehicle fixed in time to meet your schedule, contact Enterprise Rent-A-Car. Please inform Enterprise of the UW Fleet Services state contract. If you are unable to obtain a vehicle through Enterprise, coordinate the safest travel alternative. Send original receipts to the Fleet Services Rental Office for reimbursements and keep a copy. Notify the Fleet Services Rental Office of the vehicle's breakdown as soon as possible.

GETTING STARTED

If you are a current University of Washington Staff, faculty member, or currently enrolled student you can 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 uwfleet.com

You will need the following to set up the account:

- Current e-mail address
- Valid driver license
- 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 must read the Fleet Services Operations Program Policy: Manual for drivers.** http://www.washington.edu/facilities/transportation/fleetservices//vehicle_policy/manual.php

Seattle Campus:

Central Plaza Garage Level C1, accessible from Kane Hall and Gerberding Hall entrances from Red Square or the Parking Gatehouse entrance on 15th Ave NE

E2 Parking Lot on 25th AVE NE, South of University Village

N22 lot Located across the street from the Hall Health building

Portage Bay Parking Facility (formerly the West Campus Garage) 3745 15th Ave NE, across from the Foege Genome Sciences and Bioengineering Building.

South Campus Center Located behind the UW Medical Center on the 2nd floor, near the north main stairwell. Mid-Level between M17 and M18.

UW Tower A Garage Level 4E in the A Garage next to the elevator

N1 Lot Located next to the Burke Museum

UW Bothell Campus:

UW Bothell Located on the 4th level of the South Parking Garage

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.uwfleet.com
- Select the Rent a Vehicle option on the left side of the web page
- Select UCAR Hourly Rental
- Sign in with your UW NetID. Note if basic driver training has not been completed you will be prompted to take it before being able to sign in to the UCAR reservation system.
- Select the UCAR reservation button and reserve your vehicle

The UCAR Reservation System: New Reservation Tab 13

program coordinator Larissa Austin, la0

User number PIN [Login](#) [Logout](#)

New Reservation | Graphical Reservation | My Reservations | Ride-Sharing | My Trips | My Account

City: Location: Vehicle:

Location Note: Located on Stevens Way directly across from the Hall Health Building. Parking permits for personal vehicles not available at this location.

Vehicle Note:

Day	Month/Year	Hour	Minute
Start of reservation today tomorrow			
<input type="text" value="04th"/>	<input type="text" value="Oct 2010"/>	<input type="text" value="11am"/>	<input type="text" value="45"/>
End of reservation today tomorrow			
<input type="text" value="04th"/>	<input type="text" value="Oct 2010"/>	<input type="text" value="noon"/>	<input type="text" value="15"/>

Start of reservation

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

[Send reservation request](#) [Reset to original data](#) [Graphical reservation](#)

From the New Reservation Tab, select location, vehicle type and desired start and end time. Click Send reservation request

Done Local intranet 100%

The UCAR Reservation System: Graphical Reservation Tab

14

The screenshot displays the UCAR reservation system interface. At the top, it shows the user's name 'program coordinator Larissa Austin, la0' and the UCAR logo. Below this is a navigation bar with tabs for 'New Reservation', 'Graphical Reservation' (which is highlighted), 'My Reservations', 'Ride-Sharing', 'My Trips', and 'My Account'. The 'Graphical Reservation' tab is active, showing a calendar view for 'E-2 Lot' on 'Mon 04th Oct. 2010'. The calendar grid shows time slots from 12am to 11pm. A legend indicates that green bars represent 'vehicle available', red bars represent 'vehicle occupied', blue bars represent 'own reservation', and yellow bars represent 'other'. A text box with an arrow pointing to the date dropdown menu contains the following text: 'The Graphical reservation tab shows a one day screen shot of what is available at your desired location. You may change the date from the drop down menu. Available times are in green, To reserve from this screen, click and drag your mouse for the desired time. When you have a solid blue line with your desired reservation time click, Request selected reservation'. At the bottom of the interface, there are buttons for 'Request selected reservation', 'Reset selection', 'Show vehicles at neighboring locations as well', and 'Abort operation'. The system tray at the bottom shows 'Done', 'Local intranet', and '100%' zoom.

program coordinator Larissa Austin, la0

User number 2370 PIN [] Login Logout

New Reservation **Graphical Reservation** My Reservations Ride-Sharing My Trips My Account

Overview at location E-2 Lot from 04th Oct 2010 for 1 days Reload

Please mark the reservation time period with your mouse (2 clicks).
= vehicle available = vehicle occupied = own reservation =other

Location: E-2 Lot on Mon 04th Oct. 2010

	12am	01am	02am	03am	04am	05am	06am	07am	08am	09am	10am	11am	noon	01pm	02pm	03pm	04pm	05pm	06pm	07pm	08pm	09pm	10pm	11pm
<input type="checkbox"/> 5 Passenger 4x4 hybrid	[Red bar]																							
<input type="checkbox"/> 5 Passenger 4x4 hybrid	[Red bar]																							
<input type="checkbox"/> 5-passenger 4x4	[Green bar]																							
<input type="checkbox"/> 5-passenger 4x4	[Green bar]																							
<input type="checkbox"/> 6-passenger 4x4	[Green bar]																							
<input type="checkbox"/> 6-passenger 4x4	[Green bar]																							
<input type="checkbox"/> 6-passenger 4x4	[Green bar]																							
<input type="checkbox"/> 6-passenger 4x4	[Green bar]																							
<input type="checkbox"/> 6-passenger 4x4	[Green bar]																							
<input type="checkbox"/> 7-pa	[Green bar]																							
<input type="checkbox"/> 7-pa	[Green bar]																							
<input type="checkbox"/> 7-pa	[Green bar]																							
<input type="checkbox"/> 8-pa	[Green bar]																							
<input type="checkbox"/> 8-passenger 4x4	[Green bar]																							

[Request selected reservation](#) [Reset selection](#) [Show vehicles at neighboring locations as well](#) [Abort operation](#)

Done Local intranet 100%

The UCAR Confirmation Page

15

program coordinator Larissa Austin, la0

User number PIN [Login](#) [Logout](#)

[New Reservation](#) [Graphical Reservation](#) [My Reservations](#) [Ride-Sharing](#) [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 Fleet Services. Parking permits are available to park your personal vehicle at this location ONLY. Parking permits are in the glove box of the UCARS.
Vehicle	6-passenger 4x4
Vehicle note	6-passenger 4x4. Chevrolet Tahoe, Ford Expedition. Hitch.
Start of reservation	Mon 04 th Oct. 2010 03:15 pm
End of reservation	Mon 04 th Oct. 2010 03:45 pm

Additional reservation information:

Drivers Name	<input type="text"/>
Budget No.	<input type="text" value="14-9474"/>
(T)ask Code	<input type="text"/>
(O)ption Code	<input type="text"/>
(P)roject Code	<input type="text"/>
License and Policy Agreement	<input type="checkbox"/> I have a valid driver's license. I am an authorized UW Driver and have taken Fleet's basic driver training. I have read Fleet Services Program Policies and Procedures. If I am turning the vehicle over to another UW driver or am making a reservation on another UW drivers' behalf, I will ensure they also meet these policy criteria. view policy
Destination	
<input type="radio"/> Seattle <input type="radio"/> Tacoma	
<input type="radio"/> Olympia <input type="radio"/> Bothell	
<input type="radio"/> Eastern WA <input type="radio"/> Outside Seattle	
<input type="radio"/> Outside WA State <input type="radio"/> Not on the list	
Please provide specific destination: <input type="text"/>	
Post trip for ride-sharing	<input type="checkbox"/>
Ride-share policy	Click here to view ride-share policy
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

From the confirmation page, you can confirm your location, vehicle type and date of rental. You may also input drivers name, if different from yourself, select budget number and optional codes.

From this page you must agree to the license and policy agreement and you may also post your trip for ride sharing if you like.

More reservation information may be entered at the bottom right (*not shown*)

Click confirm when done

[Confirm](#) [Change data](#) [Abort operation](#)

Done Local intranet 100%

program coordinator Larissa Austin, la0

User number 2370 PIN [] Login Logout

[New Reservation](#) [Graphical Reservation](#) [My Reservations](#) [Ride-Sharing](#) [My Trips](#) [My Account](#)

Ride-Sharing

Location of departure: E-2 Lot in Seattle - UW Campus

Period: from 04th Oct 2010 for 2 days

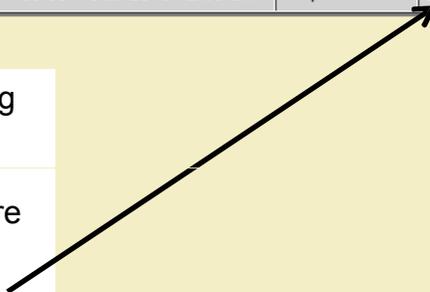
[Reload](#)

Destination	City of departure	Location of departure	Start of reservation	End of reservation	Vehicle	Email
Bothell - UW Bothell campus	Seattle - UW Campus	E-2 Lot	Mon 04 th Oct. 2010 10:00 am	Mon 04 th Oct. 2010 10:30 am	Explorer #812	Email
Olympia - Downtown olympia	Seattle - UW Campus	E-2 Lot	Tue 05 th Oct. 2010 08:00 am	Tue 05 th Oct. 2010 04:30 pm	Minivan #903	Email
Seattle - Ballard	Seattle - UW Campus	E-2 Lot	Mon 04 th Oct. 2010 03:30 pm	Tue 05 th Oct. 2010 12:00 am	Explorer #812	Email

Local intranet 100%

To view available UCAR trips for ride-share, click on the ride-sharing tab.

If you are interested in asking a fellow UCAR member if you may share a UCAR trip, click on E-mail for the trip you would like to share and an email message screen will pop up in a new window



How do I update a reservation?

- Reservation **times** may be only be updated **prior** to reservation start time
- You may update driver, destination, and budget number and reservation information at any time during your reservation
- Select the MY Reservations tab
- Select “Change” to the right of the selected reservation
- Update information
- Select “Send Modification Request”
- Check and make sure the changes are correct
- Select confirm

Can I book a specific vehicle?

- UCAR rentals may only be selected by vehicle type and not a specific vehicle number
- If you don't see the type of vehicle you want at one location, select a new location as it may have different vehicle types

Cancelling a reservation before start time

- Select the My Reservation tab
- Select “cancel” to the right of the selected reservation
- Select “confirm”

Cancelling a reservation after start time

- Call in cancellation at 221-3594 or email fsrent@uw.edu. Your reservation will end effective from the time Fleet receives your request to cancel.

What if I return my UCAR early?

- Contact Fleet Services if you are returning your vehicle early and your reservation will end effective from the time Fleet receives your request to return early
- Updating your rental for an early return may reduce reservation booking time charges

How do I add a new budget to my UCAR account?

- Log into the Fleet Services online system and **add new budget** from **Update Profile**. It may take up to 24 business hours to add a budget to a UCAR account.

Sending comments to Fleet Services.

- Select an existing UCAR reservation from My Reservations or My Trips tab
- Select “comment”
- Check off the appropriate box and write in any other comments and select “submit”
- This is a great tool to utilize after your trip to let Fleet know if the UCAR you had was low on fuel or if you had any issues with the UCAR

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

- Select My Reservations tab
- Your key manager access code will be listed under “Access code”

How do I post my UCAR reservation for Ride Share?

- Check the “post trip for ride-sharing” when you are confirming a new reservation

How do I find a trip for Ride Share and contact the other person?

- Select the Ride Share tab
- If you see a ride that may work for you, click the email link and an auto email will pop up
- Keep in mind the ride will be charged to the individual who has the UCAR reservation
- Fleet may not split Ride Share trips between two budget numbers

Found item

- Call Fleet Services at 206-221-3594 or send an email to fsrent@uw.edu
- Place found item in the trunk of the vehicle.

Lost item

- If the key has been returned to the key manager and you still have time left on your reservation, just enter your key manager access code and remove key. Use the same confirmation code to return key, once you have retrieved the lost item.
- If the reservation period has ended and the vehicle is at the UCAR station, the user may call Fleet Services to request access to the vehicle.
- If the reservation period has ended and the vehicle is out on another rental, call Fleet Services to coordinate a time to access the vehicle.



- All UCAR rentals will be charged to a six digit UW budget number. When setting up your UCAR account you can add 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.
- UCAR costs include hourly rate, mileage, fuel costs, damage fee and parking
- Visit the Fleet Services web site to view rates
- Hourly costs are calculated by booked reservation time or used time, whichever is greater. If the actual trip is longer than the booked period, costs are calculated per 1 hour intervals.
- Lost Credit Card Fee: \$25.00 fee for lost credit card
- Cleaning fees for unusually dirty vehicles
- Alternative transportation for late return fee: If a rental vehicle is returned late and Fleet Services is not notified in advance a fee may be charged to cover the cost of alternative transportation for 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.
- Review the Fleet Services Program Policy for additional fees

