Email:  oat.carpool@oa.mo.gov
Phone:  751-4534 (Business Hours)
After Business Hours/Emergency Contacts

- If employee has a vehicle checked out, mobile phone numbers of OA Carpool staff are available in the packet.
- If the employee does not have a vehicle and needs to reach OA Carpool staff, please contact the MSP pool location at 573-526-0604 and they will reach out to OA Carpool staff on your behalf.
- Employees that need to schedule a vehicle after hours can schedule through the CARS system at any time. Please select the MSP location that is available 24/7 and submit a request. If a message is received that the vehicle type is not available, please resubmit with a different vehicle type until you receive a confirmation email.
OA Carpool Resources

- The OA Carpool website includes the following resources for agencies and users:
  - Policies and Procedures Manual
  - Carpool Rates
  - Inclement Weather Plan
  - Pool Location Information
  - CARS System Login
CARS System Overview

- Driver profiles for each carpool user that store basic information about the driver including name, SAM II agency and organization code, email address, contact info, default billing information, and default pool location.
- Drivers can store ‘common trips’ if they routinely take the same trip for the same purpose, same destination, etc..
- Email confirmations can be sent to the driver, scheduler or both.
- Drivers can view their schedule, submit change requests, or delete scheduled requests.
- View and print projected trip cost data based on the trip criteria entered on the request. This analysis will assist drivers in making the most cost effective travel decisions by comparing the projected cost of the OA carpool, contract rental and mileage reimbursement.
- The CARS system has an automated interface between SAM II HR and the State Fleet Information System driver’s database to ensure that OA carpool drivers are active state employees and have a valid driver’s license.
- The CARS system uses active directory for user ids and passwords so you will not need to remember another id and password. Your active directory id is your domain name\user id that you use to sign into Windows.
OA Pool Locations

- MSP (old Missouri State Penitentiary) – 102 N. Chestnut Street (off East Capital Avenue)
- Mental Health Central Office – East Elm Street
- Corrections Central Office – Plaza Drive
- Health & Senior Services – 920 Wildwood
- Knipp Drive – 3418 Knipp
- Vehicle Maintenance, 705 Mo Blvd (Box Truck Only)
System Access

To use the CARS system, an employee must:

1. Be active in SAM II HR
2. Have an Active Directory account with an email address

Each employee that wants to check out a carpool vehicle must be set up as a driver in the CARS system
**System Security Levels**

**Driver**
- Drivers can establish their own profile without going through an agency security coordinator
- Create/edit their own profile
- Create/edit/delete their own trips

**Scheduler**
- Create/edit driver profiles and trips for employees in their agency
- Security access granted by the OA Carpool Administrator – email [oa.carpool@oa.mo.gov](mailto:oa.carpool@oa.mo.gov) to request a change to your security setting
First Time Users

- Go to the OA carpool website at: [https://oa.mo.gov/general-services/state-fleet-management/carpool-information](https://oa.mo.gov/general-services/state-fleet-management/carpool-information) Click on the Logon button
- Enter your Windows domain name\user id in the user id field along with your Windows password, click OK.
- You will then be directed to a one-time driver registration page
One time registration to create your driver profile

All system users must first establish a driver profile (even if they are only going to schedule trips for other employees)

Driver profiles will store basic information about the driver including name, SAM II agency and organization code, email address, contact info, default billing information, preferences for pool locations, vehicle types, etc.
Driver Registration

- Enter SSN
  - Driver Name and Agency/Org will default from SAM II HR
- Email Address will be pulled automatically from Active Directory
- Enter phone numbers
- Select a default pool location from the drop down list
- Add 11 digit SAM II Customer Number(s) for billing purposes
The OA Carpool system interfaces with the SAM II Financial system to bill user agencies each month. Each driver profile must have a valid, default SAM II customer number for billing purposes. If the driver does not know their customer number, their registration will not be complete until the OA Carpool Administrator assigns a default customer number to the profile. Drivers can add more than one customer number to their profile. Drivers can establish a default customer number for a specific trip by establishing a ‘common trip’.
One Time Browser Setup to Skip CARS Logon Window

- Open Internet Explorer
- Go to:
  - Tools
  - Internet Options
  - Security
  - Local Intranet
  - Sites
  - Advanced
- Enter CARS web address: https://cars.mo.gov
  - Click Add
After a driver registration is complete, the driver will be taken to the ‘Driver Home’ page.

System Navigation
- The ‘My Vehicle Use’ section on the left side of the screen
- Pool Location Info on left side of screen
- Top of Screen – Driver Home, Policy, Logout
My Vehicle Use Sidebar

- **Reservation Request** – create a new request
- **My Schedule** – view a list of requests including those pending, confirmed or completed
- **Profile** – update contact info, default pool location or customer number
- **Common Trip** – add, view or edit common trips
Common Trips

- Common Trips reduce data entry if the employee takes the same trip (destination, purpose, miles, billing) repeatedly.
- Select Common Trip from the My Vehicle Use Sidebar or on the Request Trip Tab.
- Common Trip data can be edited by typing over existing data and clicking the ‘Save’ button.
Reservation Request
Reservation Request

- To complete a request fill out information on the following tabs:
  - Schedule
  - Trip
  - Additional Information
- To view cost select the projected trip cost tab
- Admin - OA Carpool use only - agencies can view certain fields on this tab
Reservation Request

Schedule Tab

Select

- Pool Location
- Pickup Date & Time
- Return Date & Time

Click on the Trip tab to continue
Reservation Request

Trip Tab

- Select Common Trip if applicable OR complete all of the fields on the screen
- To store this trip as a common trip click the ‘Save As Common Trip’ button at the bottom

Click on the Additional Information tab to continue
Reservation Request

Additional Information Tab

- **Complete:**
  - Number of Occupants
  - All Occupants State Employees?
  - Add other employees that may drive the vehicle (they must be registered in the CARS system to operate an OA carpool vehicle)
- Resend trip confirmation to driver, scheduler or other address (scheduled trips only)
Projected Trip Cost

- Click the Calculate button to view projected cost between OA Pool, mileage reimbursement and a rental vehicle.
- Based on trip parameters entered on the Trip tab.
- Print /Save option available – click print button and a PDF document will open in a separate window.
Print or Save Cost Detail Report

Carpool Automated Reservation System
Projected Trip Cost Detail
9/17/2010

The data displayed here is for informational purposes only to assist you in making the most cost effective travel decision. OA carpool rates will differ from the state vehicle cost illustrated on the Trip Optimizer which is calculated on a per mile basis. OA Carpool rates vary by vehicle type and include a fixed daily rate plus a per mile rate. Therefore, the accuracy of your estimated OA carpool charges are highly dependent upon the accuracy of the pickup date and time, return date and time and the round trip miles entered on the 'Trip' tab. Actual charges will differ depending on actual return date and time, miles driven and applicable fees. The OA Carpool reserves the right to adjust rates due to market factors.

Request Number:
Status: INITIAL ENTRY
Driver Name: CYNTHIA ANN DIXON
Agency: OFFICE ADMINISTRATION-OPER
Organization: GS-FLEET MANAGEMENT

Pickup Date Time: 09/20/2010 08:30 AM
Return Date Time: 09/20/2010 05:00 PM
Estimated Round Trip Miles: 200
Trip Name: TEST
Reason for Trip: TEST
Destination: TEST

Travel Options
- OA Carpool: $38.00
- Mileage Reimbursement: $74.00
- Enterprise Rental: $52.37
- Hertz Rental: $52.04
Save or Submit a Request

- To **SAVE**, click the ‘Save’ button at the bottom of the screen.
- To **SUBMIT** your request, click the ‘Submit’ button. If there are no errors, you will see the below message and a request number beginning with an ‘C’ will be assigned at the top of the screen. Status will be ‘SCHEDULED.’
The request status is displayed in the request header.

- INITIAL ENTRY
- PENDING RECOMMENDATION
- PENDING SCHEDULING
- SCHEDULED
- DISPATCHED
- RETURNED
- BILLING COMPLETE
- DENIED
- CANCELLED
View Schedule

- Select ‘My Schedule’ from the My Vehicle Use Sidebar
- Select ‘In Progress’ or ‘Completed’ Requests
- To edit an ‘In Progress’ request, click on the request and click the edit button.
How to Change a Request

- Go to ‘My Schedule’
- Select the Request and Click Edit
- To delete – click delete at bottom of page
- To change – modify the dates/times and click ‘Submit.’

**IMPORTANT:** Always click ‘SUBMIT’ after making any changes to your ‘SCHEDULED’ request – the system will cancel your reservation if you click ‘SAVE’ only – request status will be set back to ‘INITIAL ENTRY.’
Resend Confirmation Email

- Go to the ‘Additional Information’ tab
- Option to resend the confirmation email is only available if the trip status is ‘Scheduled’
- Emails can be sent to the driver, scheduler or any other valid email address
Pool Location Information

- Get specific info on each pool location
- Select a pool location at the top of the screen
- View:
  - Address
  - Google map link
  - Hours of operation
  - Directions
Schedulers will be taken to the Driver Search screen.

- **System Navigation**
  - The ‘Manage’ section on the left side of the screen has options to search for Drivers or register new drivers.
  - The top navigation links allow the scheduler to get to the Driver Home page.
Scheduler Driver Search

- Select the name from the results list by clicking on it.
- After you select a name, the circled buttons below are enabled.
The below request is confirmed. The driver must print this email and take it along with a photo id to pick up the vehicle.

TRIP INFORMATION
- Confirmation Number - C19154591
- Trip Name -
- Reason For Trip - Meeting
- Driver - SYLVIA M BONNER
- Pickup Date and Time - Wednesday, May 8, 2019 at 3:00 PM
- Return Date and Time - Wednesday, May 8, 2019 at 6:00 PM
- Pool Location - MSP - 102 N. CHESTNUT STREET
- Pool Location Address - 102 N. CHESTNUT STREET
- Requested Vehicle Type - PASSENGER CAR COMPACT
- Scheduled Vehicle Type - PASSENGER CAR COMPACT
- Destination - Columbia

The OA Carpool makes every attempt to accommodate your requested vehicle type. If your requested vehicle type is unavailable you will be scheduled for the next larger size vehicle.

DIRECTIONS
- East Capitol Avenue to North Chestnut Street across from the State Health Lab. You will enter the lot through an opening in the old prison wall.

PICKUP PROCEDURE
- Stop at the guard station located near the entrance and go inside to pick up your vehicle packet.

For more detailed information on directions, pickup procedures and other general information go to http://oa.mo.gov/general-services/state-fleet-management/carpool-information.

Please adhere to your scheduled pickup and return times. If you will be late, please call 573-751-4534 during normal business hours. After hours contact information is included in the vehicle packet.

HOW TO CHANGE OR CANCEL YOUR RESERVATION: You can change or cancel your reservation directly in the CARS system. Go to the 'My Schedule' screen, select the request or confirmation number and click the edit button. To change, edit the information and click the save button at the bottom of the screen. To cancel, click the delete button at the bottom of your screen.
Picking Up the Vehicle

- Take the confirmation email with you to the carpool lot along with a photo id – pick up instructions are included on the email
- The Dispatcher will locate your trip in the CARS system, print the trip ticket and give you the packet
- At the same time the Dispatcher will check out the vehicle in CARS and the daily charges begin
Returning the Vehicle

- Return instructions included on confirmation email
- Record ending odometer reading on the Trip Ticket
- Notify us if the vehicle needs cleaned or has mechanical problems
- Return the Trip Ticket and Packet to the Dispatcher (during business hours)
- Use after hours drop box if applicable

After Hours Drop Box (available at all locations except MSP)
Rate Structure

- Rates are available on the OA Carpool website
- Fixed daily rate per vehicle type PLUS per mile rate
- Daily charges begin at actual pickup time and end at actual return time
- If Dispatcher selects ‘no’ for late return, charges end at the scheduled return time
- Standard Daily Rate = 24 hour day except last day of rental which includes an additional two hour grace period
- Reduced Rate = 4 hours or less, no grace period. If trip is greater than 4 hours, full standard rate is charged
Late Returns

- Late fees may be applied if more than one hour late past the scheduled return time
- Exception: after hours drop off locations
- Late Fee: $10.00
- If you know you are going to be later than planned, please contact us so that we can adjust your reservation
Other Fees

- No Show Fee: $20.00
  - May be applied if you do not notify us to cancel the reservation

- Cleaning Fee:
  - May be applied if the vehicle is left in such condition that we cannot reasonably expect another person to use it prior to our regular cleanup
  - Fee will equal our cost to clean the vehicle
Special Requests

- The OA Carpool Policy and Procedures document on the OA Carpool website outlines the process to request approval for the following:
  - Adjustments to start times
  - Requests to take vehicle to personal residence
Reminders

- Return vehicles with at least \( \frac{3}{4} \) tank of gas
- Use E-85 fuel in flex-fuel vehicles when possible
- Keep vehicles clean of trash
- No personal use
- No smoking