

State of Missouri
Office of Administration
CARS
Carpool Automated Reservation System

User's Guide
May 2019



[System Login](#)

[OA Carpool Website](#)

OA Carpool Contact Information

- Email: oa.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

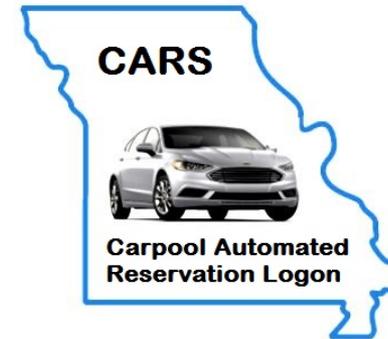


Scheduler

- 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 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> 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



Driver Registration

File Edit View Favorites Tools Help

Registration

Carpool Automated Reservation System CARS

Driver Home | Manage | Carpool Policy | Logout

Registration

SSN:

Driver Name:

Agency:

Organization:

Windows User Id: (domainname\user id)

E-Mail Address:

Office Phone:

Cell Phone:

Pool Location Default:

Please enter a valid SAM II Customer Number from the SAM II Financial System. You can acquire this from your SAM II staff.

You may leave the SAM II Customer Number field blank but your registration will not be complete until the CARS administrator assigns a default SAM II Customer Number to your profile.

The SAM II Customer Number is required for billing purposes.

SAM II Customer Number:

Default Indicator: Yes No

Local intranet 100%

- 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

File Edit View Favorites Tools Help

Registration

Carpool Automated Reservation System CARS

Registration

The first time you logon to CARS you must register. You also need to register again any time you change the agency you work for or your windows user id changes.

SSN:

Driver Name:

Agency:

Organization:

E-Mail Address:

Office Phone:

Cell Phone:

Pool Location Default:

Please enter a valid SAM II Customer Number from the SAM II Financial System. You can acquire this from your SAM II staff. You may leave the SAM II Customer Number field blank but your registration will not be complete until the CARS administrator assigns a default SAM II Customer Number to your profile. The SAM II Customer Number is required for billing purposes.

SAM II Customer Number:

Default Indicator: Yes No

SAM II Customer Number: 1Y830000070 OA GENERAL SERVICES/ADMIN

Internet 100%

- 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

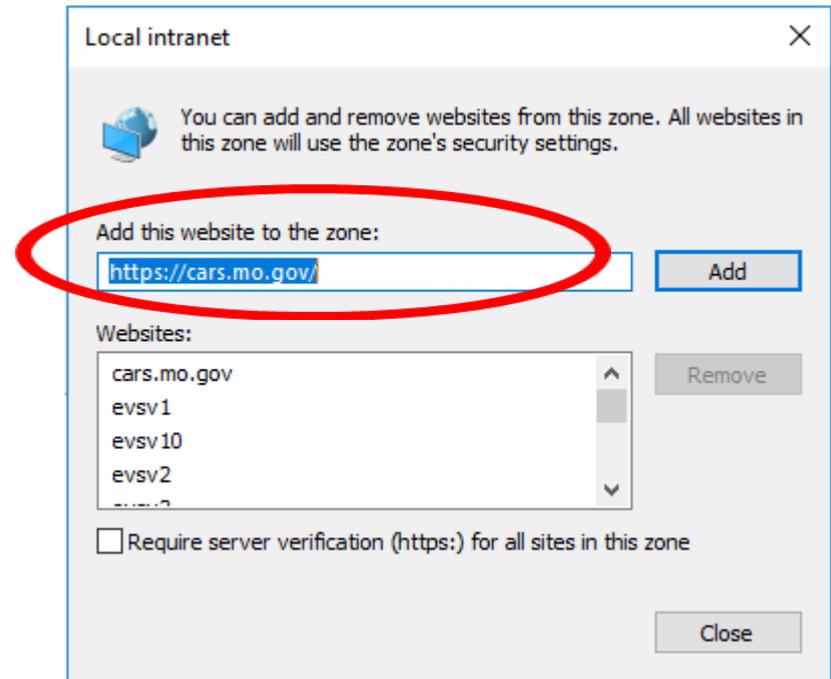
Driver Registration

SAM II Customer Numbers

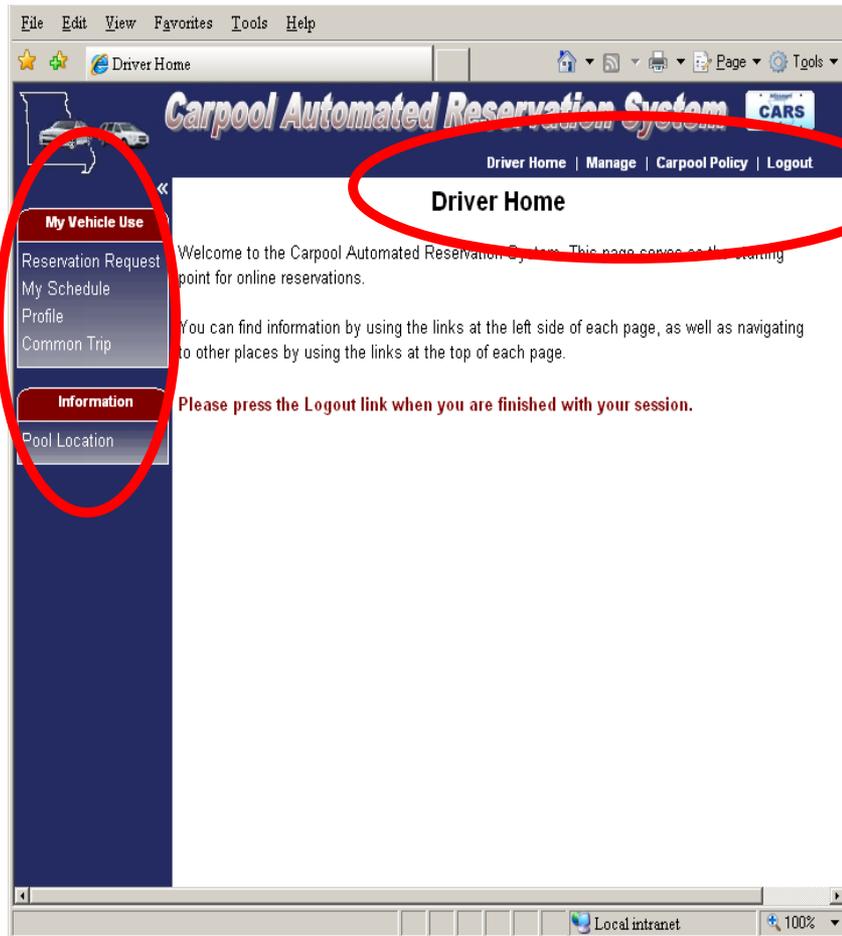
- The OA Carpool system interfaces with the SAM II Financial system to bill user agencies each month
- Each driver profile must have a valid, default SAM II customer number for billing purposes
- If the driver does not know their customer number, their registration will not be complete until the OA Carpool 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

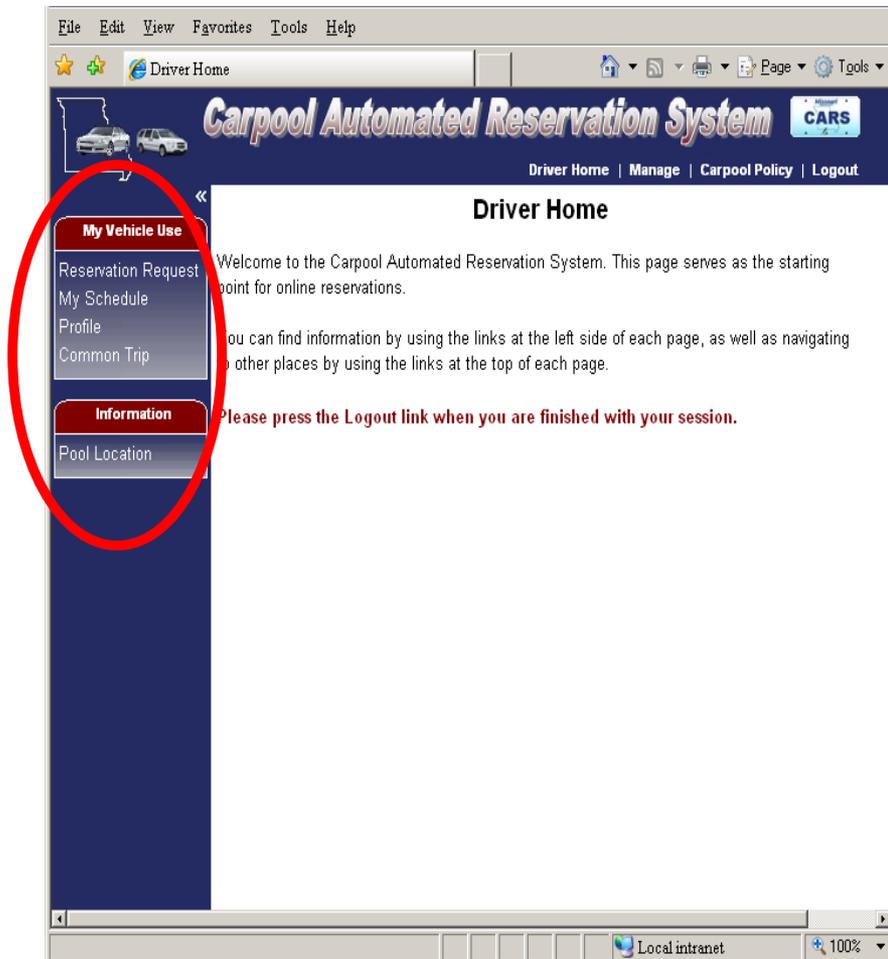


Driver Home Page



- 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

The screenshot displays the 'Common Trip' form within the 'Carpool Automated Reservation System' (CARS) web application. The interface includes a navigation menu on the left with sections for 'My Vehicle Use' and 'Information'. The main form area contains the following fields and options:

- Trip Name:** A table listing 'ANNUAL FLEET CONFERENCE', 'KANSAS CITY MONTHLY MEETING', and 'SPRINGFIELD ANNUAL MEETING'. The first row is selected.
- Trip Name:** Text input field containing 'ANNUAL FLEET CONFERENCE'.
- Vehicle Type:** Dropdown menu set to 'PASSENGER CAR , MID SIZE'.
- Destination:** Dropdown menu set to 'ST LOUIS', with a note '(i.e. Jefferson City to St. Louis to Jefferson City)'. A small map of Missouri is visible in the top left corner.
- Estimated Round Trip Miles:** Text input field containing '250'.
- Reason For Trip:** Dropdown menu set to 'CONFERENCE'.
- Will the Vehicle Travel Outside Of State Lines:** Radio buttons for 'Yes' and 'No', with 'No' selected.
- Are You Traveling To An Airport:** Radio buttons for 'Yes' and 'No', with 'No' selected.
- Sam II Customer Number:** Dropdown menu set to '1Y830000300'.
- OA COMMISSIONER'S OFFICE**
- Buttons:** 'Save', 'Delete', and 'Refresh'.

The browser window title is 'Common Trip' and the address bar shows 'Local intranet'.

- 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

The screenshot displays the 'Request' page of the 'Carpool Automated Reservation System'. The page title is 'Request' and the status is 'INITIAL ENTRY'. The driver's name is 'CYNTHIA ANN DIXON', the agency is 'OFFICE ADMINISTRATION-OPER', and the organization is 'GS-FLEET MANAGEMENT'. The 'Pool Location' is set to 'MISSOURI STATE PENITENTIARY'. The pickup date and time are '02/12/2009 08:00 AM', and the return date and time are '02/12/2009 05:00 PM'. The request was scheduled by 'CYNTHIA ANN DIXON'. The 'Additional Information' tab is highlighted with a red circle. The left sidebar contains navigation options: 'My Vehicle Use' (Reservation Request, My Schedule, Profile, Common Trip) and 'Information' (Pool Location).

File Edit View Favorites Tools Help

Request

Carpool Automated Reservation System CARS

Driver Home | Manage | Carpool Policy | Logout

Request

Request Number: Status: INITIAL ENTRY

Driver Name: CYNTHIA ANN DIXON

Agency: OFFICE ADMINISTRATION-OPER

Organization: GS-FLEET MANAGEMENT

Pool Location: MISSOURI STATE PENITENTIARY

Pickup Date/Time: 02/12/2009 08:00 AM

Return Date/Time: 02/12/2009 05:00 PM

Scheduled By: CYNTHIA ANN DIXON

Schedule Trip Additional Information Projected Trip Cost Admin

Done Local intranet 100%

- 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

File Edit View Favorites Tools Help

Request

Carpool Automated Reservation System CARS

Driver Home | Manage | Carpool Policy | Logout

Request

Request Number: Status: INITIAL ENTRY

Driver Name: CYNTHIA ANN DIXON

Agency: OFFICE ADMINISTRATION-OPER

Organization: GS-FLEET MANAGEMENT

My Vehicle Use

- Reservation Request
- My Schedule
- Profile
- Common Trip

Information

- Pool Location

Schedule Trip Additional Information Projected Trip Cost Admin

Pool Location: MISSOURI STATE PENITENTIARY

Pickup Date/Time: 02/12/2009 08:00 AM

Return Date/Time: 02/12/2009 05:00 PM

Scheduled By: CYNTHIA ANN DIXON

Done Local intranet 100%

Schedule Tab

Select

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

Click on the Trip tab to continue

Reservation Request

Organization: GS-FLEET MANAGEMENT

Schedule Trip Additional Information Projected Trip Cost Admin

Trip Name: ANNUAL FLEET CONFERENCE

Vehicle Type: PASSENGER CAR MID SIZE

Destination: ST LOUIS
(i.e. Jefferson City to St. Louis to Jefferson City)

Estimated Round Trip Miles: 250 Use [Map Quest](#) to find estimated trip miles.

Reason For Trip: CONFERENCE

Will The Vehicle Travel Outside Of State Lines: Yes No

Are You Traveling To An Airport: Yes No

SAM II Customer Number: 1Y830000300 OA COMMISSIONER'S OFFICE

Press "Save" to save the request at an initial state.

Press "Submit" to submit the request or changes to the system.

Local intranet 100%

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

The screenshot displays the 'Request' page in the CARS system. The page title is 'Request' and the status is 'BILLING COMPLETE'. The request number is C13036930. The driver name is CYNTHIA ANN DIXON, the agency is OFFICE ADMINISTRATION-OPER, and the organization is GS-FLEET MANAGEMENT. The form includes tabs for 'Schedule', 'Trip', 'Additional Information', 'Projected Trip Cost', and 'Admin'. The 'Additional Information' tab is active, showing fields for 'Number Of Occupants' (with a note '(driver plus passengers)'), 'All Occupants State Employees' (radio buttons for 'Yes' and 'No'), and 'Other Drivers' (with a note '(Other Drivers must be registered in the system)' and two 'Driver' buttons). There are also radio buttons for 'E-Mail Trip Information To:' (Driver, Scheduler, Both) and 'Resend Trip Confirmation Email To:' (Driver, Scheduler, Both, Other) with a 'Send' button. At the bottom, there are 'Save', 'Submit', 'Delete', and 'Refresh' buttons. A note at the bottom left says 'Press "Save" to save the request at an initial state.'

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

Request Number: Status: INITIAL ENTRY

Driver Name: CYNTHIA ANN DIXON

Agency: OFFICE ADMINISTRATION-OPER

Organization: GS-FLEET MANAGEMENT

Schedule Trip Additional Information **Projected Trip Cost** Admin

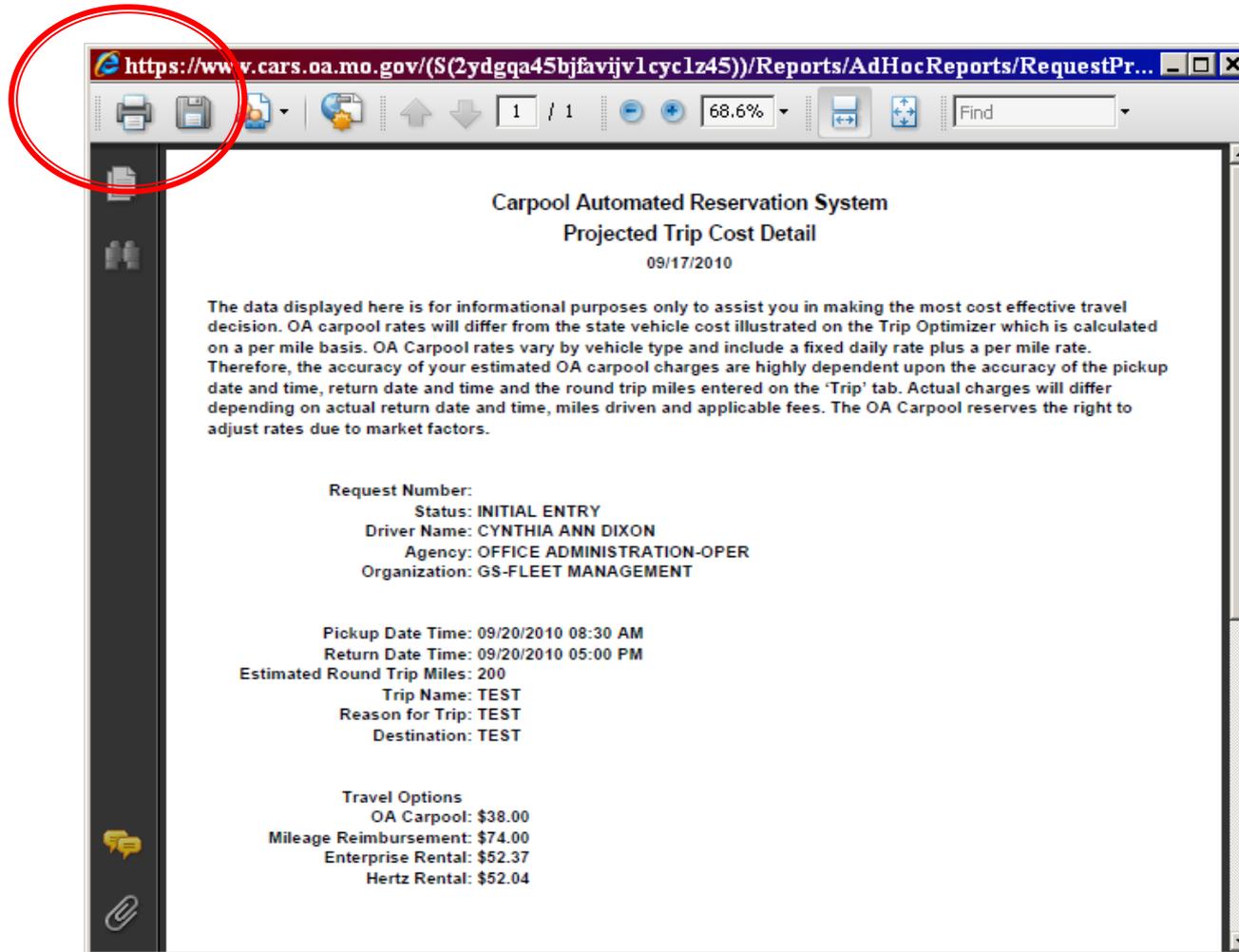
The data displayed here is for informational purposes only to assist you in making the most cost effective travel decision. OA carpool rates will differ from the state vehicle cost illustrated on the Trip Optimizer which is calculated on a per mile basis. OA Carpool rates vary by vehicle type and include 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.

Travel Options

OA Carpool:	\$38.00
Mileage Reimbursement:	\$74.00
Enterprise Rental:	\$52.37
Hertz Rental:	\$52.04

- 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



[https://www.cars.aa.mo.gov/\(S\(2ydgqa45bjfavijv1cylz45\)\)/Reports/AdHocReports/RequestPr...](https://www.cars.aa.mo.gov/(S(2ydgqa45bjfavijv1cylz45))/Reports/AdHocReports/RequestPr...)

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Carpool Automated Reservation System

Projected Trip Cost Detail

09/17/2010

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

Request

Request Number: C19154589 Status: SCHEDULED

Driver Name: SYLVIA M BONNER [Go To View Schedule](#)

Agency: OFFICE ADMINISTRATION-OPER [Go To Scheduling Chart](#)

Organization: GS-FLEET MANAGEMENT

Schedule Trip Additional Information Projected Trip Cost Admin

Pool Location: MSP - 102 N. CHESTNUT STREET ▼

Pickup Date/Time: 05/08/2019 03:00 PM ▼

Return Date/Time: 05/08/2019 06:30 PM ▼

Scheduled By: SYLVIA M BONNER

Press "Save" to save the request at an initial state.

Press "Submit" to submit the request or changes to the system.

Save Submit Delete Refresh

- 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.**'



Request Status

Request
Status: INITIAL ENTRY

Request Number: R19154591
Driver Name: SYLVIA M BONNER
Agency: OFFICE ADMINISTRATION OPER
Organization: GS-FLEET MANAGEMENT

[Go To View Schedule](#)
[Go To Scheduling Chart](#)

Schedule Trip Additional Information Projected Trip Cost Admin

Pool Location: MSP - 102 N. CHESTNUT STREET
Pickup Date/Time: 05/08/2019 03:00 PM
Return Date/Time: 05/08/2019 06:00 PM
Scheduled By: SYLVIA M BONNER

Press "Save" to save the request at an initial state.
Press "Submit" to submit the request or changes to the system.

Save Submit Delete Refresh

- The request status is displayed in the request header.

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

View Schedule

View Schedule

List By: In Progress Requests Completed Requests

[Schedule a new request](#)

Request/Confirmation	Pickup Date/Time	Status	Destination
 C19154003	05/15/19 05:30 AM	SCHEDULED	 View



View Schedule

List By: In Progress Requests Completed Requests

[Schedule a new request](#)

Request/Confirmation	Pickup Date/Time	Status	Destination
 C19154502	05/07/19 07:36 AM	RETURNED	 View
 C19153998	05/01/19 07:20 AM	RETURNED	 View
 C19152883	04/23/19 06:59 AM	BILLING COMPLETE	 View
 C19153145	04/16/19 07:20 AM	BILLING COMPLETE	 View
 C19152878	04/11/19 07:04 AM	BILLING COMPLETE	 View
 C19152327	03/28/19 07:19 AM	BILLING COMPLETE	 View
 C19151704	03/20/19 07:13 AM	BILLING COMPLETE	 View
 C19151298	03/13/19 06:03 AM	BILLING COMPLETE	 View
 C19150593	03/07/19 07:08 AM	BILLING COMPLETE	 View
 C19150549	02/28/19 07:14 AM	BILLING COMPLETE	 View
 C19150012	02/20/19 07:12 AM	BILLING COMPLETE	 View
 C19149581	02/06/19 07:13 AM	BILLING COMPLETE	 View
 C19149003	01/24/19 06:35 AM	BILLING COMPLETE	 View
 C19148319	01/16/19 06:31 AM	BILLING COMPLETE	 View
 C19148272	01/09/19 07:39 AM	BILLING COMPLETE	 View



- 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

The screenshot shows a web browser window with the title "Carpool Automated Reservation System". The browser's address bar contains "PoolLocation". The page has a navigation menu on the left with "My Vehicle Use" and "Information" sections. The "Information" section is highlighted with a red circle, and "Pool Location" is selected. The main content area displays the following information:

Pool Location: MISSOURI STATE PENITENTIARY TE

[Google Map To The Pool Location](#)

Address Line 1: 719 E. CAPITOL AVENUE
Address Line 2: JEFFERSON CITY, MO 65101
Phone Number: 573-751-0929
Email Address: oa.carpool@oa.mo.gov
Operational On Holidays: YES

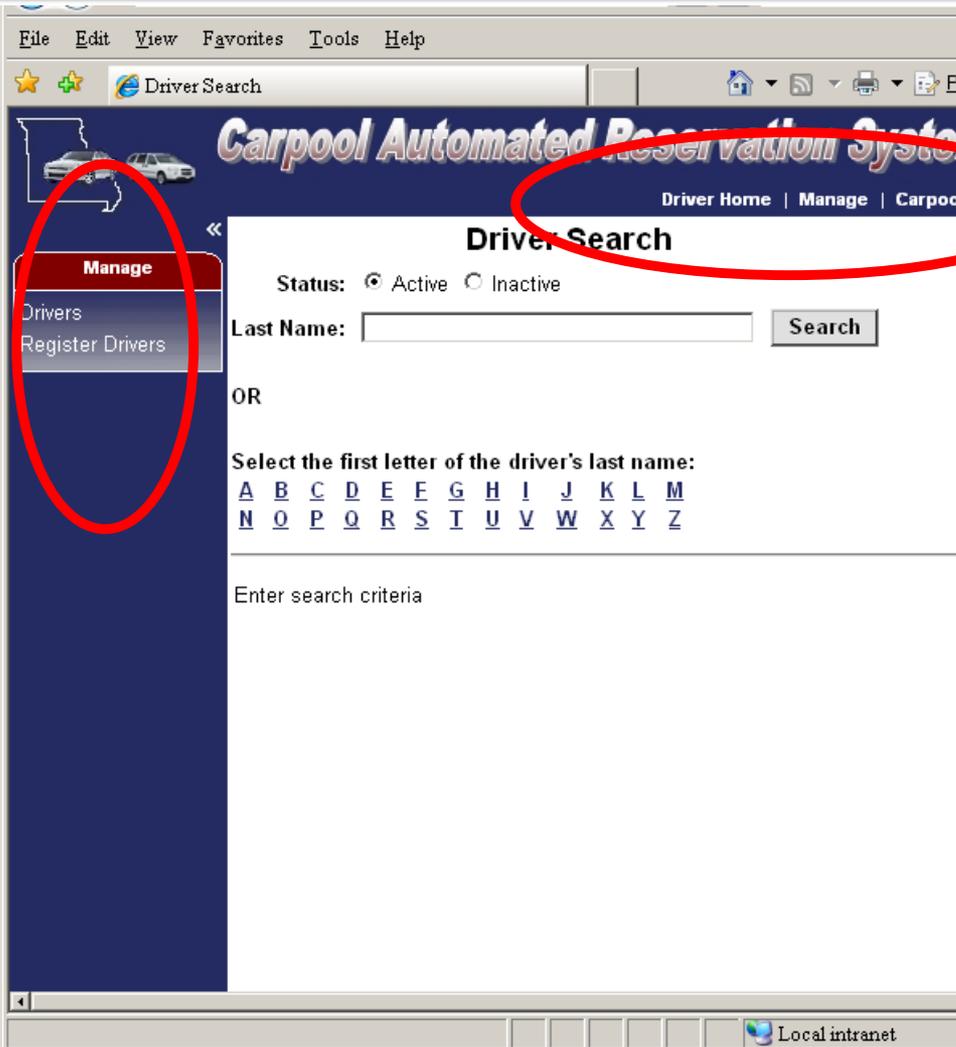
Days Of Operation:	Days:	Open Time:	Close Time:
	SUNDAY	12:00 AM	11:45 PM
	MONDAY	12:00 AM	11:45 PM
	TUESDAY	12:00 AM	11:45 PM
	WEDNESDAY	12:00 AM	11:45 PM
	THURSDAY	12:00 AM	11:45 PM
	FRIDAY	12:00 AM	11:45 PM
	SATURDAY	12:00 AM	11:45 PM

Directions: THE CARPOOL LOT IS LOCATED AT THE OLD MISSOURI STATE PENITENTIARY AT 719 E. CAPITOL AVENUE ACROSS FROM THE CAPITOL CENTER LAW OFFICES.

Comments: AS YOU ENTER THE LOT, STOP AT THE GUARD STATION LOCATED NEAR THE ENTRANCE TO CHECK OUT YOUR VEHICLE PACKET.

- 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

Scheduler Home Page

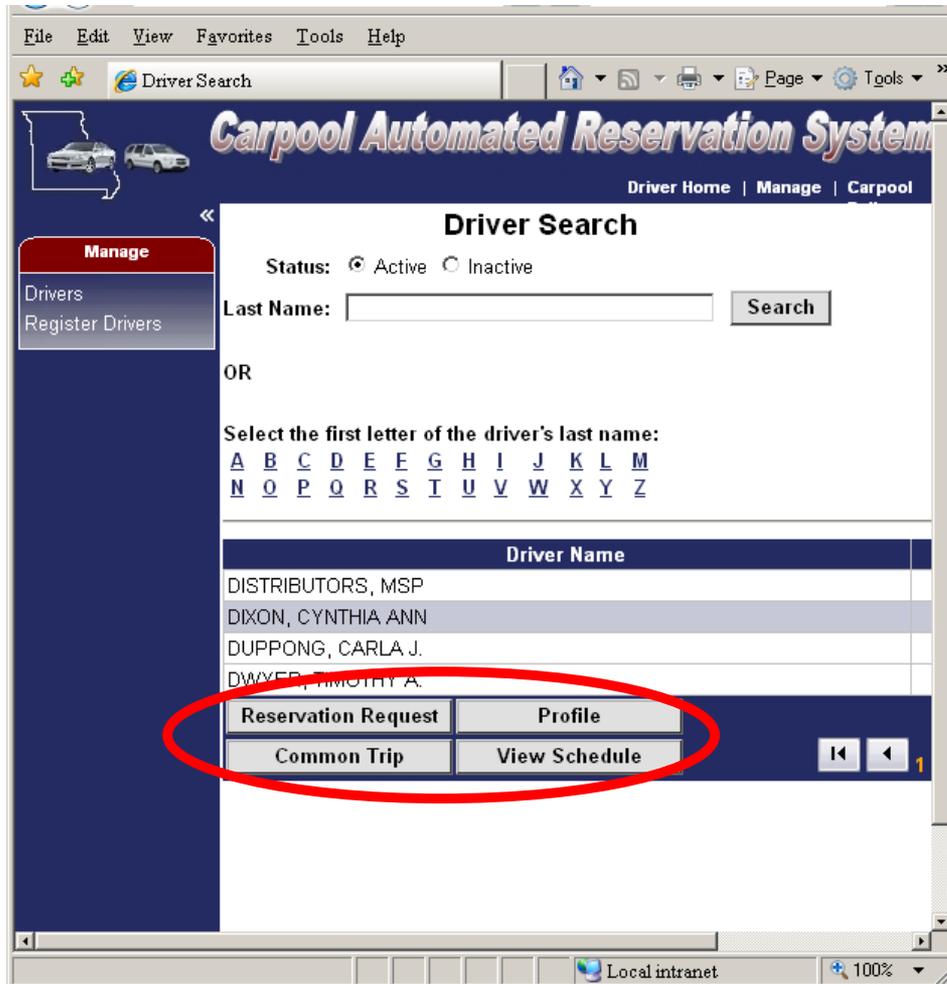


Schedulers will be taken to the Driver Search screen.

■ 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.

Confirmation Email

- -----Original Message-----
- From: Carpool Automated Reservation System <oa.carpool@oa.mo.gov>
- Sent: Wednesday, May 8, 2019 10:47 AM
- To: Bonner, Sylvia <Sylvia.Bonner@oa.mo.gov>
- Subject: Confirmation #C19154591 May 8

- 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 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