VANPOOL CUSTOMER GUIDE FOR UCSF
Welcome to the Commute with Enterprise

We care about the safety and comfort of our customers, so we provide a comprehensive, service-focused plan designed to protect our customers and their vehicles. It includes:

- Insurance
- Routine Maintenance
- 24/7 Roadside Assistance
- Accident Preparedness
- Customer Service
- Fuel Card
ITEMS INCLUDED:

- Program Updates
- Customer Service Contact Information
- Fuel Card Activation and Use
- Maintenance Plan
- Driver Requirements
- Roadside Assistance Program
- Accident Preparedness
- Vanpool Updates and Changes
- Understanding your Invoice
- Vanpool Terminations
Program Updates

Beginning December 2021

• UCSF will focus on marketing the vanpool program and identifying new participants for your vanpool
• Enterprise will assist with onboarding, applications and day to day customer service

Beginning February 1, 2022

• Members rent a vehicle directly from Enterprise and use Edenred pre-tax commuter benefits to pay
• MTC $350 subsidy remains the same; MTC requires an average 3.5 riders per day*
• UCSF provides a $250 subsidy per vanpool
• Maintenance process will remain the same

*Current ridership requirement, subject to change per MTC
Customer Service Information

800 VAN 4 WORK (800-826-4967)

Option 1: Your local Enterprise team
Option 2: Billing and Fuel Card
Option 3: Driver Application status or website assistance
Option 4: Roadside Assistance, Report an Accident, Maintenance
  Option 1: Roadside
  Option 2: Maintenance
  Option 3: Accident
Option 5: Maintenance Approval
Option 6: NTD Reporting Questions

Direct Contacts
• Sales Executive: Christopher Knoll 707-536-6974 christopher.w.knoll@ehi.com
• Customer Service Rep: Robyn Hunt 800-826-4967 option 1 robynmarie.hunt@ehi.com
Fuel Card

- You will receive a fuel card to purchase fuel and car washes for your commuter vehicle.
- Purchases will be billed monthly and will be the responsibility of the vanpool to pay. There will no longer be reimbursements for fuel not purchased using the fuel card.
- The fuel is paid in arrears and will be on the invoice which can be viewed online by all participants.
- Coordinators may reset the fuel card’s PIN through the online dashboard as well.
- Please contact your local Enterprise team at 800 VAN 4 WORK, Option 2 with any questions.

HOW IT WORKS

- Swipe the card at the outside pump (the fuel card cannot be used inside a station)
- Enter your PIN (May also be referred to as a Driver or Vehicle ID)
- Enter your commuter vehicle’s current odometer reading
- If the pump requires a zip code entry, please use ________

Vehicle Cleanliness

- It is the responsibility of the vanpool to keep their vehicle clean inside and outside.
- You may use your fuel card for vehicle washes at the pump by following the same process as purchasing fuel.
- If you need assistance in finding a location for cleaning your van due to roof height, please reach out to your local Enterprise office.
- Please remember to not leave any personal items in the van. If the van is vandalized, personal belongings are not covered by insurance.
Roadside Assistance Program

We provide roadside assistance 24 hours a day, 7 days a week. Simply call 800 826 4967, Option 4.1.

The roadside team will ask for the following:

- Coordinator’s name
- Vanpool ID
- Location of breakdown
- Vehicle license plate or VIN number
- Number of passengers in the vehicle
- Your destination
- If your vehicle is not operable, let the roadside representative know so that they may arrange for transportation to your destination.
- If a replacement vehicle is needed, contact your local Enterprise team requesting a loaner.
- Download the CWE for faster service.

REMINDERS

- For service to be provided, a participant must be present with the vehicle keys. If you need to leave the vehicle and call Roadside Assistance, take one or all of the following for reference:

  ✓ Vehicle registration
  ✓ Photo of VIN
  ✓ Photo of license plate

- Make sure each driver has contact information for all participants so he/she can notify them if a situation occurs.
Accident Procedure

Your safety and comfort are important to us, and we hope your crew never experiences an accident. In the unfortunate case you do, we want you to make sure you are properly prepared.

An Accident Preparedness Kit should be kept in your glove box. It includes documents that will help you collect the information required to file an accident claim. Call 800 VAN 4 WORK, Option 4.2 to report an accident.

- Accident/Damage Report (2 copies)
- This package also includes a fillable Accident/Damage Report.

HOW IT WORKS

• If your accident is blocking the flow of traffic, call 911. If possible, stay inside the vehicle until emergency personnel arrive.

• If your accident is minor, first move to a safe location, then complete the Accident/Damage Report. Ask all riders to complete the Passenger Accident Report. Send your completed forms to your local Enterprise team.

• If your accident requires roadside assistance, call 800 VAN 4 WORK, Option 4.1. The roadside team will help arrange alternative transportation for your passengers.

• If your vehicle is not drivable contact the local office at 800 826 4967, Option 1 to coordinate a potential loaner vehicle (based on availability).
**COMMUTE with ENTERPRISE Accident/Damage Report Form**

Note: This form must be completed in full and forwarded to Enterprise within 72 hours from the date of the incident. Failure to report any/all damage to Enterprise within the 72-hour time frame may result in a contract/lease agreement violation.

- If you need roadside assistance, you can contact us at 800 VAN 4 WORK.
- If anyone is injured, or your vehicle is blocking the flow of traffic, please call 911 for assistance from emergency personnel.
- If available and safe to do so, utilize a smart phone to take pictures of the accident including damage, positions of vehicles, license plates, etc.
- There are many factors which contribute accident so do not discuss fault at the scene of the event.

### COMMUTE WITH ENTERPRISE OPERATOR INFORMATION

<table>
<thead>
<tr>
<th>Name</th>
<th>Primary Phone Email</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Address</td>
<td>City</td>
<td>State</td>
</tr>
</tbody>
</table>

### OTHER PARTY (C1) INFORMATION

<table>
<thead>
<tr>
<th>Name</th>
<th>Date of Birth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Address</td>
<td>City</td>
</tr>
<tr>
<td>Vehicle License Plate</td>
<td>Year/Make &amp; Model</td>
</tr>
<tr>
<td>Insurance Company</td>
<td>Policy Number</td>
</tr>
</tbody>
</table>

### OTHER PARTY (C2) INFORMATION

<table>
<thead>
<tr>
<th>Name</th>
<th>Date of Birth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Address</td>
<td>City</td>
</tr>
<tr>
<td>Vehicle License Plate</td>
<td>Year/Make &amp; Model</td>
</tr>
<tr>
<td>Insurance Company</td>
<td>Policy Number</td>
</tr>
</tbody>
</table>

### WITNESS NOT IN COMMUTE VEHICLE OR OTHER PARTY

<table>
<thead>
<tr>
<th>Name</th>
<th>Home Phone Number</th>
<th>Work Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Address</td>
<td>City</td>
<td>State</td>
</tr>
</tbody>
</table>

** If more than 2 other parties involved, please complete an additional COMMUTE Accident Report Form. COMPLETE PAGE 2 OF THIS FORM.
## COMMUTE PASSENGERS

<table>
<thead>
<tr>
<th>How Many?</th>
<th>Were there injuries?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
</tr>
</tbody>
</table>

*** Commute passengers must complete “Passenger Accident Report Card.” The other parties involved (Drivers, Pedestrians, etc.) should complete “Other Party Information.” Photos may be taken at the scene to show damages, positions of vehicles, other parties, etc. ***

## ACCIDENT/DAMAGE INFORMATION

<table>
<thead>
<tr>
<th>Accident Date</th>
<th>Accident Time</th>
<th>Location (please include city)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Commute with Enterprise Vehicle License Plate</th>
<th>Make &amp; Model of Commute with Enterprise Vehicle</th>
<th>Unit/I.D. Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Was the vehicle damaged? If “Yes” mark damages on diagram below.

<table>
<thead>
<tr>
<th>What was the purpose of Commute with Enterprise Driver’s trip?</th>
<th>Theft of Vehicle: Where are the keys?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Police Report Number</th>
<th>Department</th>
<th>Report to Police on Date:</th>
<th>Time:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Description of Accident:

Mark all damage on van:
X=Dent, S=Scratch, O=Missing

<table>
<thead>
<tr>
<th>Direction of Commute Vehicle</th>
<th>Lane #</th>
<th>Speed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direction of C-1 Vehicle</td>
<td>Lane #</td>
<td>Speed</td>
</tr>
<tr>
<td>Direction of C-2 Vehicle</td>
<td>Lane #</td>
<td>Speed</td>
</tr>
<tr>
<td>Did Commute Vehicle Signal Warning:</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Did C-1 Vehicle Signal Warning:</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Did C-2 Vehicle Signal Warning:</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Describe weather at time of loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location of damage to C-1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location of damage to C-2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Describe damage to stationary objects</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Did Commute Vehicle have its lights on at time of accident.</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Did C-1 Have its lights on at time of accident</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Did C-2 Have its lights on at time of accident</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

## SIGNATURE

_________________________________________  ________________________________
COMMUTE WITH ENTERPRISE COORDINATOR       DATE
We make sure your vehicle is performing properly by providing routine maintenance.

**HOW IT WORKS**

- Receive an email notification two weeks prior to preventive maintenance being due.
  - The due date is determined by using your route mileage and your vehicle’s standard manufacturer maintenance intervals. If you think your due date is incorrect, please contact the local Enterprise team: 800 VAN 4 WORK, Option 4.3.
  - Coordinator can update the mileage on their Commute dashboard or call your local representative to update the mileage for you.

- Take your vehicle to your assigned service vendor or to our national service partners (Firestone – Pep Boys – Goodyear – Big O).
  - Please do not take to Jiffy Lube, Speedee, or Midas. They are not approved and there might be out of pocket expense.

- Schedule your vehicle to be picked up and maintenance completed onsite at Commute with Enterprise.

- Please make sure that passengers remove all personal belongings and valuables prior to the vehicle going in for service. Enterprise and its vendors are not responsible for any personal items left inside the vehicle.

**Unscheduled Maintenance**

Your safety and comfort are important to Commute with Enterprise. If you have any concerns about your vehicle, please contact your local Commute office or take your vehicle to one of our national service partners provided on your Commute with Enterprise maintenance key fob.

**Loaner Vehicle**

Should your vehicle’s repair require longer than one day, contact your local Commute team to arrange a loaner vehicle. This vehicle might not be the same as your current vehicle. To expedite repairs and loaner vehicle deliveries, please contact your local Commute office to make the necessary arrangements.
Understanding Your Invoice

• Invoices are created on the 20\textsuperscript{th} of each month with payment due on the 5\textsuperscript{th} of the month.

• Invoices are available through your online dashboard on the 22\textsuperscript{nd} of each month.

• You can sign up for paperless billing by updating your communication preferences in your online profile.

• You can make a one-time payment or set up a recurring payment online.

• Fuel and Toll purchases will show in arrears for the previous month.
  • Fuel purchases from February 20\textsuperscript{th} – March 19\textsuperscript{th} will be reflected on the April 22\textsuperscript{nd} invoice.
  • Toll crossing from February 1 to 28\textsuperscript{th} will be reflected on the April 22\textsuperscript{nd} invoice.

• If you have questions, reach out to your local Commute Rep

  Robyn-Marie @ 510-564-0870.

Can I Pay Commute Cost Online?

• It’s easy. Just log in to your account, select the payment tab, then choose to make a one-time payment or to setup a recurring payment. You can enter and store multiple credit cards in your profile to make the process even faster the next time. Or if you’d prefer, download our mobile app to make one-time payments.

  Making a Payment short tutorial video

How to Split Commute Costs

Edenred

• Election deadline is the 23\textsuperscript{rd} of the month and funds aren’t available until the first of the 2\textsuperscript{nd} corresponding calendar month. I.E. December 23\textsuperscript{rd} is the deadline for February 1\textsuperscript{st}.

• With our payment management feature, Coordinators and/or participants assigned the Billing Viewer role can split invoices among participants, add credits for those who may have overpaid or add incremental fees for those who underpaid An email will be generated to everyone on the roster, streamlining communication among participants.

  Managing Payments short tutorial video
Vanpool Updates & Changes

It is important you keep your vanpool roster and route up to date, as we use that information for invoicing. To make a change to either, simply log into your account at CommuteWithEnterprise.com or contact your local Enterprise team.

Update your profile if:

- A new participant has joined your vanpool
- A participant is leaving your vanpool
- Your vanpool commute route has changed

Vanpool Coordinator Changes

- If you need to step down as the coordinator of your vanpool, reach out to your local Enterprise team and let them know when you will no longer be the vanpool coordinator and who the new coordinator will be.

Terminations

- Enterprise vanpools are set up on a simple month-to-month basis. If you decide at any point that you wish to discontinue your vanpool, simply turn in a 30-day notice to your local Enterprise contact and return the van at the end of that time period.