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### Need Help? Contact:

#### WV Fleet Management Division

1 (855) 817-1910

fleet@wv.gov

If you need assistance outside of regular business hours, call:

#### Rental After Hours #

1 (304) 414-0058

## VEHICLE RENTAL USE POLICIES AND RULES

*The operator of the vehicle has, but is not limited to, the following responsibilities:*

- 1. Smoking or the use of e-cigarettes or smokeless tobacco is prohibited in state-owned vehicles. Smoking is prohibited while the driver is refueling the vehicle.*
- 2. The vehicle must be returned in the same condition as when checked out (which includes fuel and cleanliness). A surcharge may be applied if the vehicle is not refueled upon its return.*
- 3. The driver is responsible for making payment of any driving or parking violations and not your agency.*
- 4. All travel must be for official state business. No personal business or travel is authorized or permitted.*
- 5. Obey all state laws, i.e. seatbelts, no illegal drugs or alcohol.*
- 6. A driver must have a current, valid driver's license.*
- 7. The vehicle must be locked at all times when not in use. The agency is not responsible for lost or stolen property.*
- 8. Use of wireless communication devices is prohibited while the vehicle is in motion except when the wireless communication device is being used hands-free or if the driver fears for his, her or another person's safety.*
- 9. To purchase fuel, a Fuel-Only credit card is provided. This card can be found in the center console or glove box of the vehicle. To make a purchase, insert the card in the pump and enter the current vehicle odometer and your Driver PIN number.*
- 10. Notice the location of the vehicle and return the vehicle to the exact same parking space. If you are unable to do so, please inform the Fleet Management Division immediately. The vehicle MUST be backed into the parking space. A surcharge may be applied if the vehicle is not BACKED IN upon its return.*
- 11. Employees are responsible for their actions while using a state vehicle. Employees should have no expectation of privacy. When using a state vehicle, employees consent to the monitoring by FMD, their agency, law enforcement, including the Citizens of West Virginia. State vehicle use may be tracked by all available means, including, but not limited to, mileage reporting, visual surveillance, and electronic monitoring to include Global Positioning System GPS tracking. Misuse of a vehicle as reported by any form of monitoring may result in disciplinary action criminal prosecution, and other penalties.*
- 12. Any accident resulting from the rental of this vehicle will be properly chargeable to the loss history of the agency renting the vehicle and the renting agency will be responsible for payment of the physical damage deductible which applies to the accident.*
- 13. Driver performance will be sent to management for review.*

*By continuing to use this system, you, the Primary Driver, are acknowledging that this vehicle will be used for official business performed on behalf of the State of West Virginia, and will be used in accordance with applicable codes, regulations, and the terms and conditions listed above. In addition, you will walk around the vehicle prior to moving it and make any necessary notes of any current vehicle condition or damages prior to accepting this rental.*

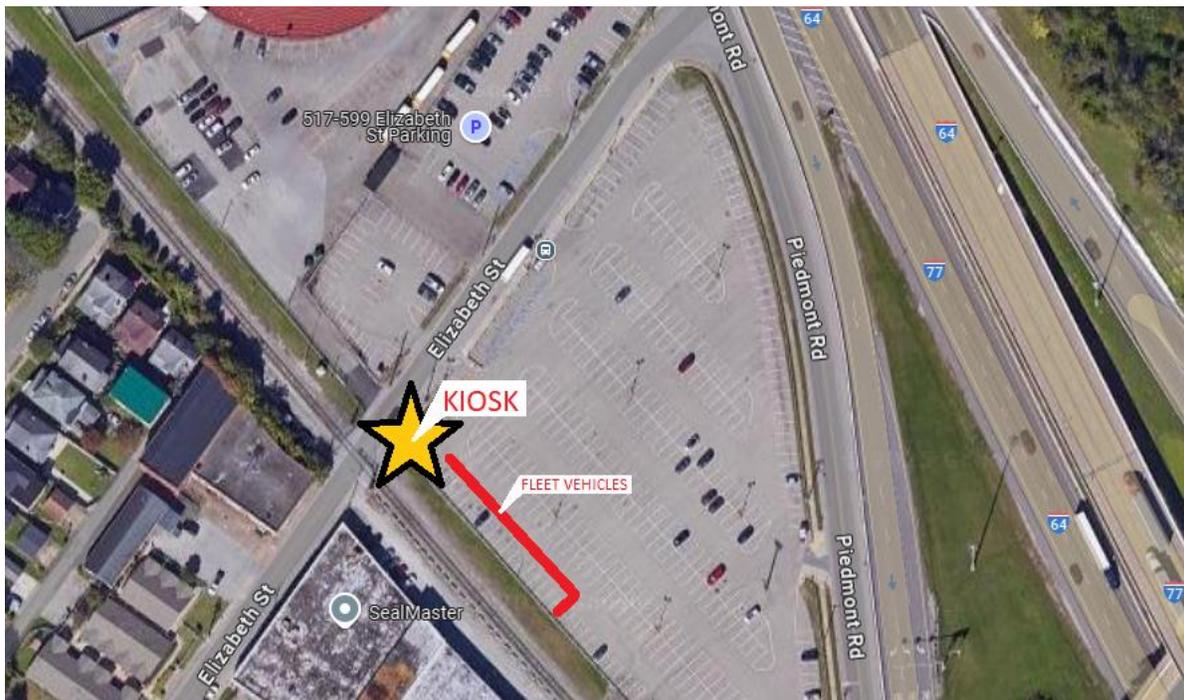
# Kiosk Location and Step-by-Step Guide

## Kiosk Location:

Our self-service kiosk is located at Lot #7 on Elizabeth Street, across from Laidley Field.

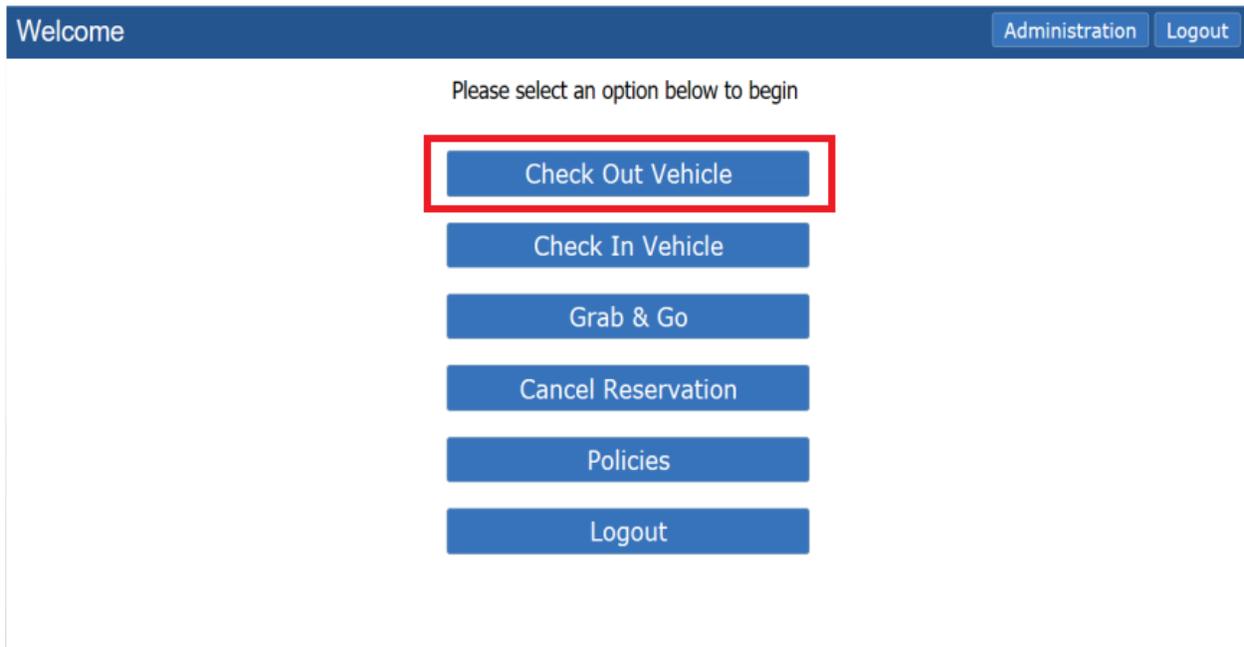
1549 Piedmont Rd

Charleston, WV 25311

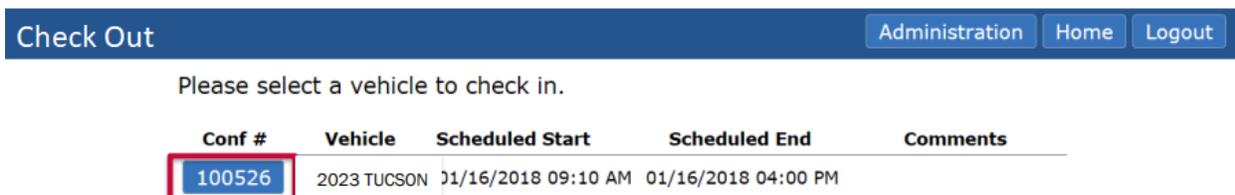


## Checking Out Your Vehicle

1. Tap the kiosk screen and enter your email and password. If you do not remember your log-in credentials, contact the Fleet Management Office to reset your password so you can proceed. Select “Check Out Vehicle”.



2. Once you have logged in, select your reservation by tapping the confirmation number highlighted in blue.



3. Your reservation details and vehicle information will appear on the screen. If everything looks correct, select “Check Out” highlighted in blue in the bottom right.

**Check Out** Administration Home Logout

Verify the information below and click "Check Out" to begin this reservation.

**Reservation Information**

Confirmation Number: 100526 Driver: WV State Employee  
Schedule: 01/16/2018 09:10 AM - 01/16/2018 04:00 PM  
Current Time: 01/16/2018 09:10 AM

**Vehicle Information**

Vehicle Name: Phelps Zephyr  
Parking Space: (blank) Mileage: 15000  
Description: 2006, Creme, Lincoln, Zephyr  
Options: (blank)  
Vehicle Condition: (blank)

License Number  
Fuel Out

Cancel This Reservation Print Travel Sheet **Check Out**

4. After you’ve hit “Check Out”, a loading screen will appear while the kiosk checks to make sure the key is present.

Administration Home Logout

Please wait. Checking the key status...



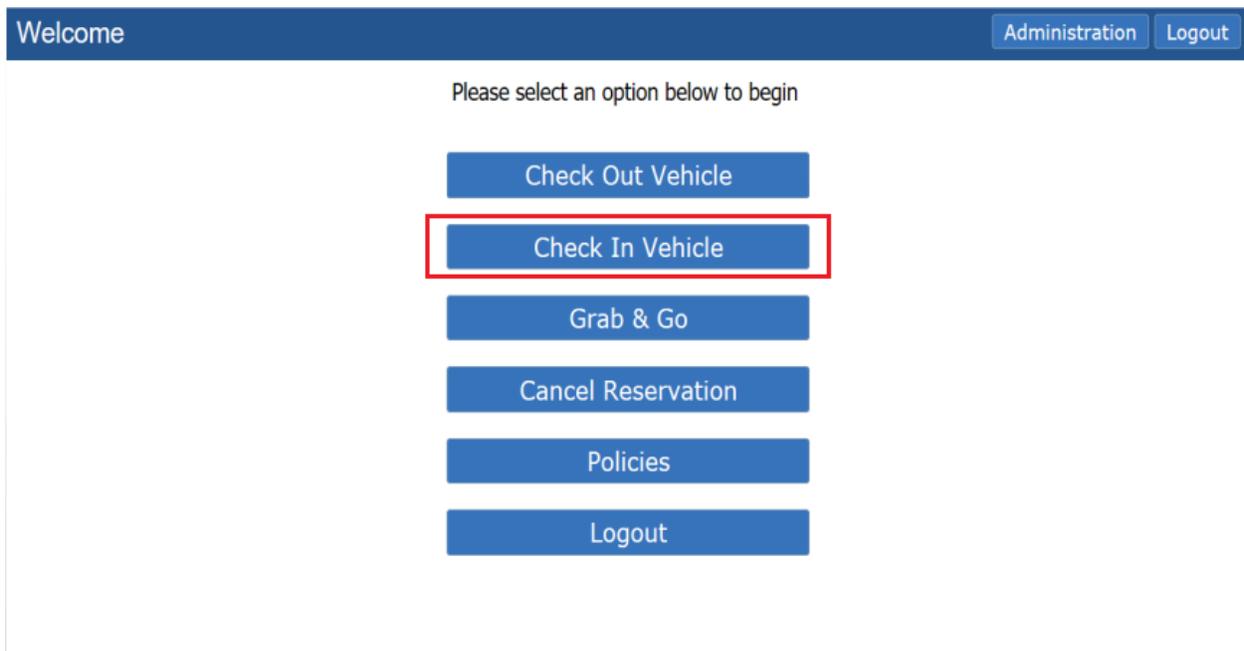
5. When it is finished, the key number for your vehicle will appear on the screen and the lockbox will unlock. Using the lever on the bottom of the handle, push up and open the door, then turn your key counterclockwise to remove it. Ensure the lockbox is closed when you are done.



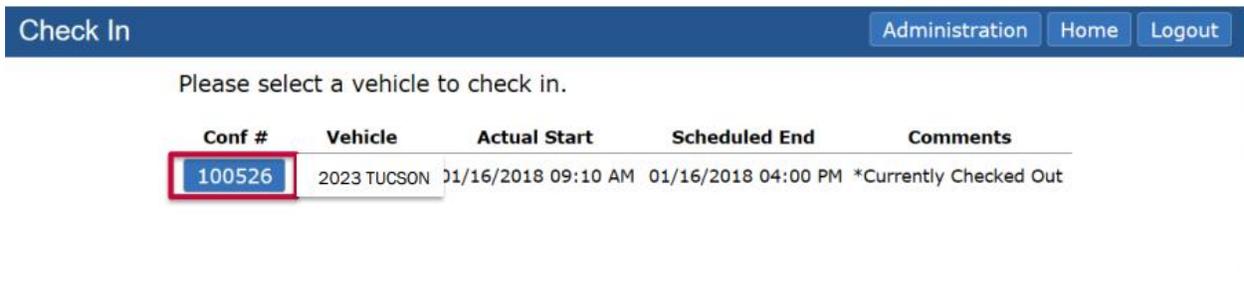
**NOTE:** If you do not remove the key in the allotted time, the lockbox will time out and lock itself. You will have to return to the menu, log in, and try again.

## Checking In Your Vehicle

1. Tap the kiosk screen and enter your email and password. If you do not remember your log-in credentials, contact the Fleet Management Office to reset your password so you can proceed. Select “Check In Vehicle”.



2. Once you have logged in, select your reservation by tapping the confirmation number highlighted in blue.



3. After selecting your reservation, you will be asked to mark the fuel level of your rental vehicle. You also have the option to submit feedback. Once you have completed the form, select "Check In" highlighted in blue in the bottom right.

Check In Administration Home Logout

Complete the form below and click "Check In" to complete this reservation.

**Reservation Information**

Confirmation Number: 100526 Driver: WV State Employee  
Schedule: 01/16/2018 09:10 AM - 01/16/2018 04:00 PM  
Current Time: 01/16/2018 09:21 AM

**Vehicle Information**

Vehicle Name: Phelps Zephyr License Number: 854Hf3 Mileage Out: 15000  
Fuel In: E | ○ - ○ - ○ - ○ ● | F Mileage In: 15047  
Description: 2006, Creme, Lincoln, Zephyr  
Vehicle Condition: (blank)

**Additional Information**

Comments:

Home Check In

4. You will be prompted to return your key to the numbered slot within the allotted time shown on screen. You must turn the key clockwise in order to complete the return. Ensure the lockbox is closed when you are done.





## **What's In Your Glove Box:**

### **Vehicle Documentation Packet**

- State of West Virginia Vehicle Use Policy
- Certificate of Insurance
- Vehicle Registration Card
- Accident Procedures
- BRIM Insurance Claim Form

### **Holman Packet**

- Maintenance Scheduling Instructions
- Fuel Card Instructions

### **Telematics Fob (if you are a first-time renter)**

### **Holman Fuel Card**

### **Fuel Receipt Envelope**

**First Aid Kit (may be placed in middle console or trunk depending on the vehicle)**

## How to Use Your Telematics Fob

Each time you start the vehicle, you will have to tap your fob on the telematics receiver – a small black box fastened to the dashboard next to the steering wheel.



### **If the receiver continues to beep after you have fobbed in, here's what it could mean:**

- Speed Warning: You're driving too fast.
  - The beeping will stop once speed has been reduced.
- Extended Idling: The vehicle has been left running for too long without moving.
  - Turn the vehicle off and restart it to stop the beeping.
- Seatbelt Not Fastened:
  - The system will continue to beep if the driver's seatbelt isn't buckled and the car is moving over 3mph.
- Fob Didn't Register: The receiver may not have detected your fob properly. Try again:
  - Tap the fob directly on the receiver
  - Try both sides of the fob if one doesn't work



### **Still Beeping?**

If none of the above resolves the issue, please call the Fleet Management Office for assistance.



# FAQs



## Problems at Pick-Up

- **What should I do if the car has cleanliness issues or mechanical problems at pick-up?**

Report the issue to the Fleet Management office immediately and request a vehicle swap if needed.

- **What if the vehicle's fuel tank is not full at pick-up?**

Report the issue to the Fleet Management office and take a photo of the odometer and fuel gauge for documentation purposes.



## Telematics

- **Where can I find my telematics fob?**

For first time renters, your telematics fob will be placed in the glove box. Please do not return your fob as you will need it for any future rentals from our motor pool.

- **What happens if I drive without my telematics fob?**

The vehicle will still operate, but the device will continue to alert you until you tap your fob to the receiver. **Fobbing in is required** when operating a vehicle rented from the Capitol Complex Motor Pool in accordance with our Rental Use Policies.

- **Is my telematics fob linked to me specifically, or can any fob be used?**

Each telematics fob is assigned to an individual.

- **Additional drivers** who have not previously rented from our motor pool must first create an account and notify the Fleet Management office so their fob can be issued and placed in the vehicle prior to check out.

- **What if I lose or forget my telematics fob?**

Please contact the Fleet Management office prior to your reservation so a replacement fob can be issued.

- If you have already checked out your vehicle and do not have your fob, contact the Fleet Management office as soon as possible to have a new one issued and delivered to you at our kiosk at Laidley Field. This may result in a delay to your departure.



### **Authorized Driving and Usage Guidelines**

- **Can I let another state employee drive the rental vehicle?**

Only drivers who are pre-approved and listed on the reservation with their own telematics fob may operate the vehicle.

- **Are there restrictions on who can ride in the rental vehicle?**

Only authorized individuals traveling for state business are allowed in the vehicle. Non-state employees or family members are not allowed to ride in the vehicle unless they are traveling for official state business and have been approved in advance.

- **Can I use the rental vehicle for anything other than state business?**

The vehicle is strictly for official state business. Personal use is not permitted, except for minor personal detours during travel – such as driving to lunch – that stay within a 5-mile radius.



### **Rental Timing and Modification**

- **Can I check out or return my vehicle before or after the scheduled time?**

Vehicles can be checked out up to fifteen minutes prior, or up to two hours past the scheduled time. Reservations will time out after two hours and be cancelled.

Vehicles can be returned prior to their scheduled time without any restrictions. If you are going to be late returning your vehicle, please notify the Fleet Management office.

- **What if I need to extend my rental period?**

If you need to extend your rental period, contact the Fleet Management office and if the vehicle is available, we will extend your rental.



## **Fueling**

- **How do I purchase fuel, and where can I do it?**

Your fuel card can be found in the glove box and may be used at any gas station in the continental United States. At the pump, you will be prompted to enter the vehicle's current odometer reading and your fuel pin. Please keep all fuel receipts in the provided envelope, also found in the glove box.

- **Where can I find my fuel pin?**

Your fuel pin can be found under your profile information. If you are having trouble locating your fuel pin, please contact the Fleet Management office and we can provide it for you.

- **Does the vehicle need to be returned with a full tank of gas?**

Yes, per our Rental Use Policies vehicles must be returned with a full tank of gas. Vehicles returned with a partial tank of gas will be subject to a refueling fee.

## **P Parking**

- **Where can I park my personal vehicle while using the rental?**

You may park your personal vehicle in the same spot as your rental. Parking passes can be found on our website after selecting "Documents" from the menu to the left. If you're having trouble locating your parking pass, please notify the Fleet Management office prior to your reservation and we can provide you with one.

- **Please do not use the parking placard from the rental vehicle.** If the rental vehicle is returned without the parking placard, additional charges will be applied for obtaining a replacement.

- **What should I do if my assigned parking spot is taken when I return the vehicle?**

If your assigned parking spot is unavailable, park the vehicle in the nearest available spot and notify the Fleet Management office.

- In the rare event that no spots are available due to an event at Laidley Field, notify Fleet Management and drop the vehicle off at our office located nearby. **Do not check the vehicle in at the kiosk** – Fleet Management will handle check-in.



### **Tolls, Tickets, and Citations**

- **Can I use toll roads in the rental vehicle?**

Yes, however our rental vehicles are not equipped with EZ Passes. Renters are required to pay tolls. You may check with your department to see if they provide EZ Passes for employee travel.

- **What happens if I get a traffic or parking ticket?**

Renters are required to pay any traffic or parking violations issued during their reservation.



### **Incident and Emergency Procedures**

- **What should I do if I lose the keys?**

Contact the Fleet Management office immediately. Replacement costs or service fees may apply.

- **What if I get into an accident while driving the rental vehicle?**

After ensuring safety, contact the local law enforcement agency for where the accident occurred, then notify the Fleet Management office as soon as possible. Refer to the Accident Procedures in your vehicle documentation packet and complete the BRIM Insurance Notice form.