

Summary

Northern Arizona University, University Transit Services

The Fleet Services department has created a new online vehicle rental request system.

Objectives

The Purpose of this document is to provide instructions on how to submit a vehicle request and understand various automated emails associated with a vehicle request submission.

Additional Notes

Link: [Fleet Services Online Vehicle Rental Request System](#)

Email: Fleet.Services@nau.edu

Phone: 928.523.2469

Website: <https://in.nau.edu/university-transit-services/fleet-services/>

1.0 Link to the Fleet Services Online Vehicle Rental Request System.

1.1 Sign in using Central Authentication Service (CAS) credentials.

2.0 Submitter Information.

2.1 Following successful CAS sign in, the fields will auto-fill with CAS information.

Request Type	
Submitter Information	
Submitter Name *	Submitter Phone Number *
Submitter Email *	
Submitter Department *	

3.0 Requestor Information.

3.1 Search by full name, NAU User ID, or NAU Employee (Empl) ID.

3.2 If the Requestor is the same as the Submitter, click **Requestor info is same as Submitter**.

3.2.1 The Requestor will be the primary contact for this specific request.

Requestor Information		
The Requestor is the Primary Contact for this reservation.		
Requestor info is the same as Submitter		
Requestor Name Search	Requestor User ID	Requestor Phone *
To Search by Name, put the Exact Name or enter EEMPLID or User ID instead within the Requester EEMPLID Field or User ID Field	Requestor Empl ID *	Requestor Department Name
First Name	Requestor Name *	
Last Name	Requestor Email *	
Search		

4.0 Rental Request Type.

4.1 Select Vehicle. Read the Guidelines and Regulations.

4.2 Check the box next to **I have read and understand the policies set forth by NAU and the state of Arizona.**

4.3 Click **Next Page**.

Rental Request Type	
Request Type: *	
<input checked="" type="radio"/> Vehicle	
<input type="radio"/> Bus	
By submitting a vehicle rental request form, the requestor and driver have read and understand:	
That it is my responsibility to ensure compliance with the policies set forth by Northern Arizona University and the State of Arizona on the proper use of state vehicles;	
That State of Arizona statutes require the possession of a valid operator's license to operate any state-owned vehicle and therefore certify that the vehicle driver possesses a valid operator's license;	
That the driver's defensive driving training, passenger van training, and driver's license registration have been completed and remain current as required by the Northern Arizona University Authorized Driver Policy;	
To protect the lessee from liability for unavoidable damages, it is recommended that vehicle inspections are performed and documented including when leaving vehicles unattended in parking lots/garages and returning after-hours to NAU Fleet Services;	
Vehicle rentals from outside vendors: Additional fees may apply. Cost estimates for outside vendor rentals do not include fuel costs. Any options added by driver after a reservation is created by Fleet Services will be at driver's expense. It is recommended that driver ensures vehicle is fully fuelled by vendor prior to departure and by driver upon return. Outside vendor vehicles do not include a State fuel card. Driver is responsible for payment upon purchase of fuel. Outside vendor vehicles require a valid NAU parking permit to park on NAU campus; it is the responsibility of the department to purchase NAU parking permits; government permits can be purchased using a SpeedChart at NAU Parking & Services.	
<input checked="" type="checkbox"/> I have read and understand the policies set forth by NAU and the state of Arizona. *	
Next Page	

5.0 Request Information.

5.1 Enter the email address of the employee who should receive the billing invoice.

Request Type	
Car Rental Vehicle Details	
Request Information	
Billing Recipient Email *	Speedchart Number *
Depart Date/Time *	Destination (City, State) *
Return Date/Time *	Is your pickup location outside of Flagstaff, AZ ? *
	<input checked="" type="radio"/> Yes
	<input type="radio"/> No

5.2 Enter the **Depart Date and Time**.

Request Type	
Car Rental Vehicle Details	
Request Information	
Billing Recipient Email *	Speedchart Number *
Depart Date/Time *	Destination (City, State) *
Is your pickup location outside of Flagstaff, AZ ? *	
<input checked="" type="radio"/> Yes	
<input type="radio"/> No	
Hide Details Tab at the top of the form. Click the Add button to request additional vehicles.	
Time :	Count
12 am - 6:00 pm	1
OK	Remove

5.3 Enter the Return Date and Time.

The screenshot shows the 'Request Information' section of a form. The 'Return Date/Time' field is highlighted with a yellow box. A calendar dropdown is open, showing December 2019. The 'Speedchart Number' field is also visible. Below the calendar, there is a 'Time' dropdown showing 12:00 PM. The 'Destination (City, State)' field is empty. The 'Is your pickup location outside of Flagstaff, AZ?' field has 'No' selected. There are 'Add' and 'Remove' buttons for vehicle details.

5.4 Enter the Speedchart (or Grant) to be charged for the rental.

The screenshot shows the 'Request Information' section of a form. The 'Speedchart Number' field is highlighted with a yellow box. The 'Return Date/Time' field is empty. The 'Destination (City, State)' field is empty. The 'Is your pickup location outside of Flagstaff, AZ?' field has 'No' selected.

5.5 Enter the Destination(s).

- 5.5.1 Cities/states should be entered in this field. Multiple cities/states may be entered.
- 5.5.2 Specific addresses, events, etc. are not necessary for this field.

The screenshot shows the 'Request Information' section of a form. The 'Destination (City, State)' field is highlighted with a yellow box. The 'Return Date/Time' field is empty. The 'Is your pickup location outside of Flagstaff, AZ?' field has 'No' selected.

6.0 Pickup Location. Vehicles not departing from the Fleet Services location on NAU campus, Enterprise will be utilized.

6.1 If the pickup location is at NAU Fleet Services, leave **No** selected and **continue to Vehicle Information**.

The screenshot shows the 'Request Information' section of a form. The 'Is your pickup location outside of Flagstaff, AZ?' field is highlighted with a yellow box. The 'Return Date/Time' field is empty. The 'Destination (City, State)' field is empty. The 'Is your pickup location outside of Flagstaff, AZ?' field has 'No' selected.

6.2 If the pickup location is not NAU Fleet Services, select **Yes**. In the corresponding field that appears, enter the physical address of the Enterprise location then continue to **Vehicle Information**.







The screenshot shows the 'Request Information' section of a form. The 'Please provide the physical address of the third-party pick-up location' field is highlighted with a yellow box. The 'Return Date/Time' field is empty. The 'Destination (City, State)' field is empty. The 'Is your pickup location outside of Flagstaff, AZ?' field has 'Yes' selected.

7.0 Vehicle Information.







- 7.1 Available vehicle types depend on whether the departure location is Fleet Services or an Enterprise location.
- 7.2 Further information regarding vehicle types is available under the **Vehicle Details** tab at the top of the page.
- 7.3 Vehicles listed in the **Vehicle Types** dropdown and under the **Vehicle Details** tab are determined by the departure location chosen in the **Request Information**.

7.4 Vehicle Types dropdown and Vehicle Details tab if departure location is Fleet Services:

Request Information		
Billing Recipient Email*	Speedchart Number*	
Depart Date/Time*	Destination (City, State)*	
Return Date/Time*	Is your pickup location outside of Flagstaff, AZ ?*	<input checked="" type="radio"/> Yes <input type="radio"/> No
Vehicle Information		
Requested Vehicle(s) Add		
For Vehicle Details, please click the Vehicle Details Tab at the top of the form. Click the Add button to request additional vehicles.		
Vehicle Type*	Count	Remove
Full Size Sedan	1	
Mid All-Wheel SUV		
Large 4x4 High Clearance SUV		
Large All-Wheel SUV		
Large 4x4 SUV		
Small Truck (Outside Vendor Only)		
	NAU Driver User ID	Driver Email*

Request Type	Car Rental	Vehicle Details
Moving Truck Rental Information		
To request a moving truck: 1. Submit a Work Request to Moving Services by calling 928-523-4227 or visiting http://fsrequest.nau.edu/ . 2. If Moving Services cannot fulfill your request, contact Fleet.Services@nau.edu or 928-523-2469 to request a moving truck from an outside vendor.		
Vehicle Details		
Full Size Sedan	Minivan	Mid All - Wheel SUV
		
Vehicle Example Honda Accord & Toyota Camry	Vehicle Example Dodge Grand Caravan	Vehicle Example Honda CR-V
Seating Capacity 5 Seatbelts	Seating Capacity 7 Seatbelts	Seating Capacity 5 Seatbelts
Daily Rate \$32.00	Daily Rate \$43.00	Daily Rate \$43.00
Weekly Rate \$160.00	Weekly Rate \$215.00	Weekly Rate \$215.00
Mileage Rate \$0.11	Mileage Rate \$0.22	Mileage Rate \$0.16
Large All - Wheel SUV	Large 4x4 SUV	Large 4x4 High Clearance SUV
		

7.5 Vehicle Types dropdown and Vehicle Details tab if departing from an Enterprise location:

Request Information		
Billing Recipient Email*	Speedchart Number*	Please provide the physical address of the third-party pick-up location*
Depart Date/Time*	Destination (City, State)*	
Return Date/Time*	Is your pickup location outside of Flagstaff, AZ ?*	<input checked="" type="radio"/> Yes <input type="radio"/> No
Vehicle Information		
Requested Vehicle(s) Add		
For Vehicle Details, please click the Vehicle Details Tab at the top of the form. Click the Add button to request additional vehicles.		
Vehicle Type*	Count	Remove
Compact Sedan		
Standard Sedan		
Full Sedan		
Small SUV		
Standard SUV		
Full SUV		
	NAU Driver User ID	Driver Email*
Request Type	Car Rental	Vehicle Details
Moving Truck Rental Information		
To request a moving truck: 1. Submit a Work Request to Moving Services by calling 928-523-4227 or visiting http://fsrequest.nau.edu/ . 2. If Moving Services cannot fulfill your request, contact Fleet.Services@nau.edu or 928-523-2469 to request a moving truck from an outside vendor.		
Outside Vendor Vehicle Rentals		
Additional fees may apply. Cost estimates for outside vendor rentals do not include fuel costs. Any options added by driver after a reservation is created by Fleet Services will be at driver's expense. It is recommended that driver ensures vehicle is fully fueled by vendor prior to departure and by driver upon return. Outside vendor vehicles do not include a State fuel card. Driver is responsible for payment upon purchase of fuel. Outside vendor vehicles require a valid NAU parking permit to park on NAU campus; it is the responsibility of the department to purchase NAU parking permits; government permits can be purchased using a SpeedChart at NAU Parking & Services.		
Vehicle Details		
Compact Sedan	Standard Sedan	Full Size Sedan
		
Vehicle Example Nissan Versa	Vehicle Example Kia Soul	Vehicle Example Toyota Camry
Seating Capacity 4 Seatbelts	Seating Capacity 5 Seatbelts	Seating Capacity 5 Seatbelts
Daily Rate \$35.36	Daily Rate \$34.67	Daily Rate \$37.67
Minivan	Small SUV	Standard SUV
		

7.6 Choose how many of the **Vehicle Type(s)**.

Vehicle Information

Requested Vehicle(s) Add

For Vehicle Details, please click the Vehicle Details Tab at the top of the form. Click the Add button to request additional vehicles.

Vehicle Type*	Count
<input type="text"/>	<input type="text"/>

Driver Information

Selected Driver(s) Add

Click add to select additional drivers.

7.7 If additional vehicle types are needed, click **Add**.

Vehicle Information

Requested Vehicle(s) Add

For Vehicle Details, please click the Vehicle Details Tab at the top of the form. Click the Add button to request additional vehicles.

Vehicle Type*	Count
<input type="text"/>	<input type="text"/>

8.0 Driver Information.

8.1 Search for driver by either full name, NAU User ID, or Empl ID.

8.2 If additional drivers are needed, click **Add**.

8.2.1 If additional drivers are unknown at time of request, vehicles will then be reserved under the initial driver. For classes requiring multiple vehicles but unknown drivers, it is recommended that the teacher/instructor be listed as the initial driver. When additional drivers come to pick up the vehicles, they should know the name of the initial driver/teacher/instructor. Reservations will no longer be listed under classes.

Driver Information

Selected Driver(s) Add

Click add to select additional drivers.

Driver Search:	NAU Driver User ID	Driver Email*
To Search by Name, put the Exact Name or enter EMPLID or User ID instead within the Requester EMPLID Field or User ID Field	<input type="text"/>	<input type="text"/>
First Name	<input type="text"/>	
Last Name	<input type="text"/>	
<input type="button" value="Search"/>	NAU Driver Name*	<input type="text"/>

Driver Information

Selected Driver(s) Add

Click add to select additional drivers.

Driver Search:	NAU Driver User ID	Driver Email*
To Search by Name, put the Exact Name or enter EMPLID or User ID instead within the Requester EMPLID Field or User ID Field	<input type="text"/>	<input type="text"/>
First Name	<input type="text"/>	
Last Name	<input type="text"/>	
<input type="button" value="Search"/>	NAU Driver Name*	<input type="text"/>

9.0 Rate Estimation (Optional).

9.1 This optional section provides an estimated cost of the request. The **# of Days** field is auto-filled based on the dates and times chosen in the Request Information Section.

Rate Estimation (Optional)

This is an estimation tool and prices may change.

Vehicle Type:

of Days:

Free Miles:

Handling Fee:

Estimated Miles Traveled:

Estimated Price Per Gallon:

Airport Pickup? Yes No

Total Estimated Cost:

Miles Rate:

Tax Rate:

Daily Rate:

Airport Tax:

For third party vendor vehicle rentals, the rates calculator is an estimation tool. Costs and fees for third party vendors such as Enterprise can vary by location. One-way rentals will incur drop fees which vary by location. Fuel costs are based on average fuel rates in Arizona.

10.0 Additional Information.

10.1 This section provides the opportunity to add any notes or details relevant to the request.

10.2 To add further information, select **Yes** and enter notes in the corresponding text field.

The screenshot shows a form titled 'Additional Information'. It contains a question: 'Do you need to provide Fleet Services with any additional information in regards to your rental request?'. Below the question are two radio buttons: 'Yes' (which is selected) and 'No'. Below the radio buttons is a large text input field labeled 'Additional Information *'. At the bottom left of the form are two buttons: 'Previous Page' and 'Submit'.

10.3 If no further information is needed, select **No**.

The screenshot shows the same 'Additional Information' form. The 'No' radio button is now selected. The text input field is empty. The 'Previous Page' and 'Submit' buttons are still present at the bottom left.

11.0 Submit.

This screenshot is identical to the previous one, showing the 'Additional Information' form with the 'No' radio button selected and the 'Submit' button highlighted in yellow.

12.0 Automated Emails.

12.1 After submitting a vehicle rental request, the following automated emails from NoReply@nau.edu will be sent to the Submitter, Requestor, and Driver(s). **Do not reply to these emails.** Contact Fleet Services directly with any questions, changes, or cancellations.

12.2 The first email will confirm the request.

The screenshot shows an email body with the following text: '***This is an automated message from the NAU OnBase System. Please do not reply***', 'Hello,', 'Thank you for submitting a Vehicle Rental Request Form. Your request will be reviewed and Facility Services will get back to you soon.', 'Sincerely,', and 'Fleet.Services@nau.edu'.

12.3 The second email will either:

12.3.1 **Approve the request.** The vehicle(s) have been reserved. A Vehicle Request number will be included. Please reference this number when contacting Fleet Services to change or cancel a reservation.

The screenshot shows an email body with the following text: '***This is an automated message from the NAU OnBase System. Please do not reply***', 'Hello,', 'The Vehicle Request (5333833) has been Approved.', followed by sections for 'Request Information' (Requestor Name, Requestor Phone, Requestor Email, Billing Recipient Email), 'Driver Information' (Driver Name, Driver Email), 'Vehicle Rental Information' (Type (Count), Vehicle Pickup Time, Vehicle Return Time, Destination), 'Additional Information', and 'Comments from Fleet Services'.

12.3.2 Request further information. Fleet Services needs more information in order to complete the request. Follow the link provided in the email then answer any questions Fleet Services has posted.

This is an automated message from the NAU OnBase System. Please do not reply

Hello,

The Vehicle Request (5333839) has been denied.

Comments from Fleet Services: Fleet Services request for more information here

Please click the following link to return to your Request Form and make all required changes for your resubmission.

<https://onbase.nau.edu/appnet/docpop/docpop.aspx?docid=5333839&chksum=12dd4b643395df23086c25966aabcd230183822a920c5>

Thank you,

NAU Fleet Services

If you have any questions or concerns, please contact NAU Facility Services at (928) 528-4227

12.3.3 Deny the Request. Extremely rare. Fleet Services cannot fulfill transportation needs through the NAU Motor Pool or any outside vendor such as Enterprise and Budget.