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.

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.

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**.

5.0 **Request Information**.

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

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

5.3 Enter the **Return Date and Time**.

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

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.

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**.

    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**.

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 ?*
- Yes
- ○ 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]
                        1

- Full Size Sedan
- 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*   [Add]

[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 ?*
- ● Yes
- ○ 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]
                        1

- Compact Sedan
- Standard Sedan
- Full Sedan
- Small SUV
- Standard SUV
- Full SUV

NAU Driver User ID   Driver Email*   [Add]

[Request Type] [Car Rental] [**Vehicle Details**]

Moving Truck Rental Information

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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 $32.36	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   Remove
[▼]   [▼]
                                 1
                                 1
                                 2
Driver Information   3
                                 4   Add
Selected Driver(s)
Click add to select additional drivers. 5

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   Remove
[▼]   [1   ▼]

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   Driver EmplID*
First Name   Remove
[   ]   NAU Driver Name*
Last Name
[   ]

Search

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   Driver EmplID*
First Name   Remove
[   ]   NAU Driver Name*
Last Name
[   ]

Search
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   Driver EmplID*
First Name   Remove
[   ]   NAU Driver Name*
Last Name
[   ]

Search

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   Miles Rate   Daily Rate
[1   ]   [   ]   [   ]
Free Miles   Tax Rate   Airport Tax
[   ]   [   ]   [   ]
Handling Fee
[   ]
Estimated Miles Traveled   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.
Estimated Price Per Gallon
[   ]
Airport Pickup?
○ Yes   ○ No
Calculate
Total Estimated Cost
[   ]

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.

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

11.0 Submit.

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.

> *****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,
> 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.

> *****This is an automated message from the NAU OnBase System. Please do not reply*****
>
> Hello,
>
> The Vehicle Request (5333833) has been Approved.
>
> 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
>
> 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=12dd4b643395df23086c25966aabdc230183822a920c5

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.