

FLEET SERVICES



USER GUIDE

Welcome to Fleet Services!

We are happy to serve all of your UA-related travel needs and hope this guide helps your experience to be as seamless and enjoyable as possible. Users can pick up their vehicles on the day and time that was requested at the time of reservation. Early pickups must be approved by Fleet staff.

Location

We are located on the University Services Campus in the Ruby Tyler Services building. Our office is directly across from the UA bus depot. Our physical address is:

1450 Warrior Drive
Tuscaloosa, AL 35404

Directions from Main Campus:

Take University Blvd E to Helen Keller Blvd.

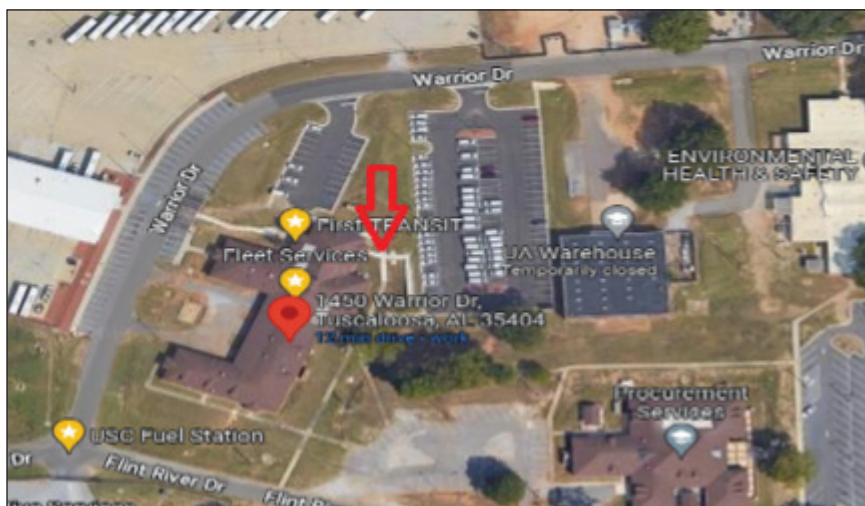
Turn Left onto Helen Keller Blvd. At the next stop light, turn right onto Ruby Tyler Pkwy.

At the first stop sign, take a left onto Hurricane Creek Drive.

Turn left onto Flint River Drive, and then turn right onto Warrior Drive.

Our office will be the first building on the right, and our parking lot will be the 3rd lot on the right (substantially larger than the first two lots).

The entrance to the key room is on the back side (east side) of the building (see red arrow).



Where can I park?

Fleet customers can park in the large lot on the east side of the building in any un-numbered space. Numbered spaces are reserved for fleet rental vehicles.

Fleet customers without a Faculty/Staff permit can pick up a temporary parking permit in our key room (temporary permits are on the side of the key box).



Accessing your Key

We offer key pickup 24 hours per day, 7 days per week with the use of an automated key box with the use of a User ID and PIN #.

Users MUST have an action card

(physical card or on smart phone) to access our key room. If you do not have an Action Card, it is your responsibility to make arrangements with our staff for pick up and drop off.

To enter the key room, scan your Action Card at the door on East side of our building (see below). If you are a new user, you may have to scan 2-3 times before the reader recognizes your access.



Once inside the key room, your reservation form will be in the hanging folder on the left labeled “Pick Up Forms Here. Your form will have your last name on the outside of form, or the name of the driver for whom the reservation is for. Keep this form for the duration of the trip and turn in at end of trip.



Your credentials for accessing the key box will be listed on the form in the top left corner. This is your log in information for the key box.

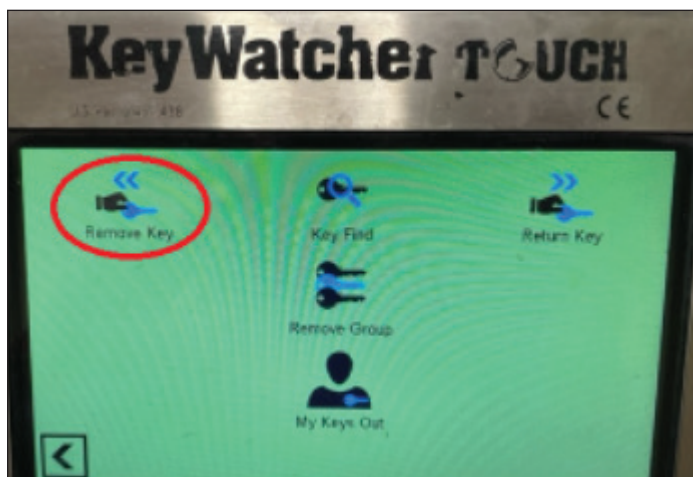
A photograph of a form titled "THE UNIVERSITY OF ALABAMA APPLICATION FOR STATE OWNED VEHICLE". The form contains handwritten information: "ID: 2342" and "PIN: 1234" are circled in red. Below this, "RESERVATION #:" is followed by "54086" and "WEX Card Driver ID/PIN #:" is followed by "507301".

Using the Key Box

Press the blue “Start” button to begin. Enter your User ID and PIN number and press “Login”.

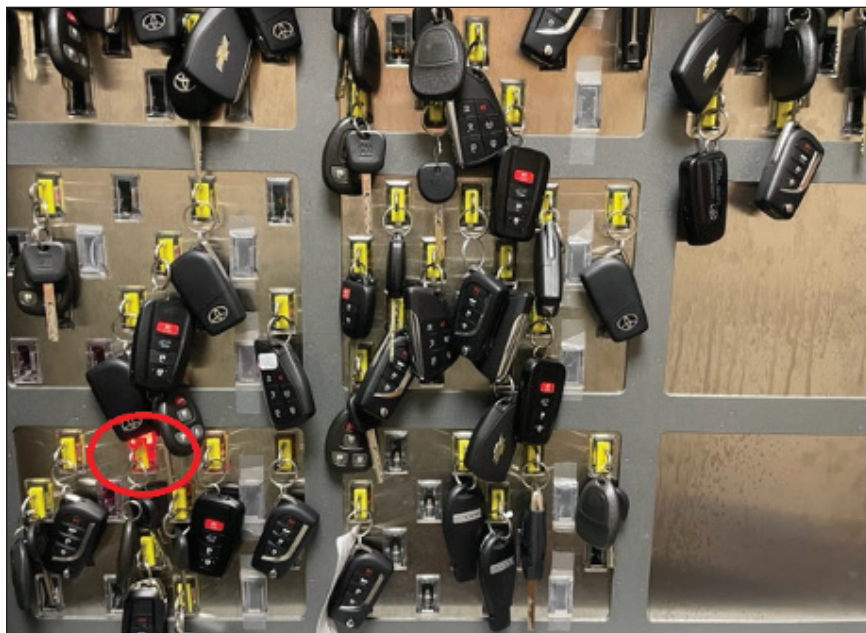


Once logged in, press **“Remove Key”**. DO NOT press “Key Find”.



Your available key will be on the left-hand side of the screen listed by tag number. Press the tag number until it moves to right side of the screen.

Press **“Remove Key”** again. You will hear the box beep and door unlock. Open the box door and your key will be illuminated with a red light. Pull the key from the box and close the door.



The key will have a yellow RFID fob attached to it. On that RFID fob, you will see the space number where the vehicle is parked as well as the actual tag number of the vehicle. Use this information to locate your vehicle in the parking lot to the east of our building.



Once you have successfully located your vehicle, be sure to record your beginning odometer reading on the form. You are now all set for travel.

Vehicle Return

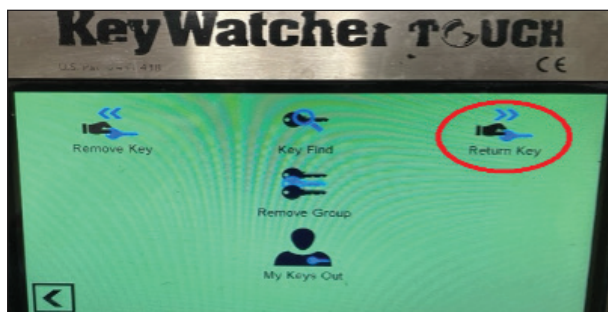
Upon return, please park your vehicle in its corresponding numbered space (vehicle number is on the key and back of vehicle).

Record your ending mileage on the reservation form.
(Required)



Scan back into the key room and turn your form in to the folder labeled **“Return Forms Here”**.

Log in to the key box with your same User ID and PIN # and select **“Return Key”**. The door will unlock and you can place the key in any available slot.



Vehicles are due back at the time specified on your reservation. If you are running late or need to request an extension, please do so as soon as possible by contacting our staff.

How do I Purchase Fuel on my Trip?

Each vehicle is equipped with a Wright Express (WEX) credit card for fuel purchases. These cards can be found on the inside of the driver's side overhead visor. Simply pull down the visor and the card along with PIN number will be located in a plastic card holder. These cards are accepted at all major gas stations. Simply swipe the card, enter odometer reading and PIN number. Receipts are not required.



Why is my Vehicle not Clean or Full of Fuel

We strive to ensure that every vehicle is clean and full of fuel prior to your trip. However, we are a motor pool operation of shared vehicles and in some instances, vehicles may be used multiple times per day or returned after-hours only to be picked up first thing the next morning. This becomes an operational challenge, but also allows for efficient use of UA resources by not having extended downtime for cleaning or requiring the purchase of excess vehicles. Also, if your reservation is made last minute, we cannot guarantee that the vehicle will be clean or full of fuel.

What Should I do in the event of Emergency?

In the event of a flat tire or mechanical failure, please contact our office to notify.

If roadside assistance is required during business hours, we will assist in securing a solution.

Afterhours, weekends, on holidays, please notify UAPD at 205-348-5454 and they will contact fleet staff to assist you.

Emergency information is also provided on a yellow sheet in the glovebox of each vehicle for accident reporting procedures and roadside assistance information.

Roadside Assistance Information

Dial 1-866-329-3471 and select option 2.

The operator will ask for your WEX card information found in the overhead visor (this is the same card you use for fuel).

Fleet Services

Vehicle Rental & Fuel Administration, The University of Alabama
The University of Alabama
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