



# CarShare Manual

Your How-To Guide





## Welcome to EZ Ride CarShare

Thank you for taking your time to investigate the EZ Ride CarShare program. This manual describes our straightforward system to Register, Reserve, and Ride.

It is our goal, with your help, to provide a convenient and reliable car-sharing program. While this manual may look daunting, it can all be summed up in one simple rule: Be respectful of the CarShare vehicles and other members. Treat the car as you would like the other members to treat the car before you use it.





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## 1. Register

### 1.1 Online Application

The first step in the process is to register. Once you're a registered member, you can reserve and use the EZ Ride vehicles.

1. Go to [www.ezride.org](http://www.ezride.org) click on the "Registration" icon.
2. Next, fill out the online registration form.
3. One of our sales associates will contact you shortly to review and sign our membership agreement. The Annual Membership fee (\$50) and Security Deposit (\$100) will be collected at the time of signing the membership agreement.
4. You will be issued your Smart Card, User# & PIN and will be given a tutorial on how to operate the technology.

NOTE: You must have a valid driver's license and be over 21 years old. An initial \$25 fee will be charged to cover the costs of checking your driving records and processing. You must be an EZ Ride CarShare Member to operate one of the vehicles.

NOTE: If you need to change any of your personal information after your initial registration, please call EZ Ride and speak to one of our associates and we will change it for you.

### 1.2 Smart Card

Once your application is approved, we will issue you a Smart Card. The Smart Card allows you access to an EZ Ride car during valid reservations made by you as a Carshare member. This card unlocks and locks the doors, grants access to the car-key, and enables the ignition of the vehicle. The Smart Card is the property of EZ Ride CarShare and you are liable if it is lost or damaged. A \$20 replacement fee will be charged if a new card is needed. The card must be returned upon termination of your membership in the program.

Register



## 2. Reserve

Once you've registered, you can reserve a car through our website or by phone. You can make reservations as little as 30 minutes ahead of time, or up to a year before you want to use the car.

You may reserve an EZ Ride vehicle for periods beginning and ending on the hour or half-hour. The minimum reservation length is one hour.

### 2.1 Online Reservation Process

The following is a simplified walkthrough outlining how to reserve an EZ Ride car through the website.

1. *To begin, go to [www.ezride.org](http://www.ezride.org) and click on the "Reservation" icon.*
2. *Enter your User Number and PIN in their respective fields at the top of the page, and click login.*
3. *Select the city, location, and vehicle you wish to reserve.*
4. *Below that, select the date and time of your reservation.*
5. *Verify that your information is correct, and click on "Send Reservation Request."*
6. *The next screen displays all the information you've submitted. Once again check it over to make sure it's correct.*
7. *Make sure you click, "Yes, I have a valid driver's license."*

NOTE: You may only check this box if it is true. Unlicensed drivers, including those with suspended licenses, are not permitted to operate CarShare vehicles. If it is found that you fraudulently checked the box, disciplinary actions will be taken, including fines, penalties, and/or terminating your membership.

8. *Click "Confirm" to finalize the process.*

The page will refresh, showing a confirmation screen. We will also send you an e-mail confirming your reservation.

Reserve



TIP: *The Graphical Reservation* tab allows you to see which vehicles are available for use at a certain time. Please make sure that you have chosen a city before opening the *Graphical Reservation* tab.

TIP: Print the confirmation screen or the e-mail to keep track of which car you have reserved, the time of your reservation, and the location of your vehicle.

## 2.2 Phone Reservation Process

We prefer that you reserve online, but if you do not have access to a computer, you may reserve by phone from 9am to 5pm. Call 1-866-208-1307 and ask for a CarShare associate. They will take your information and walk you through the reservation process.

TIP: Have a pen and paper ready to take down your important reservation information.

## 2.3 Canceling a Reservation

You will not be charged if you cancel your reservation at least 24 hours before your scheduled reservation time begins. If you cancel less than 24 hours before your scheduled reservation, you will be charged at your rate plan for the hours you've reserved. However, if someone reserves the car after your cancellation, they can essentially "recycle" your hours. You won't be charged for any time slots used by another member that were originally part of your reservation.

To cancel a reservation, go online to [www.ezride.org](http://www.ezride.org) and move your mouse over "CarShare" on the left hand side, and click on "Reservation."

1. *Login with your User Number and PIN.*
2. *Click on the tab titled "My Reservations."*
3. *Next, click "Cancel" to the right of the specific reservation.*
4. *Click "Confirm" to finalize the process.*

If you need to cancel a reservation after your time has already begun, please call us and speak to an EZ Ride associate. You will not be able to cancel your reservation via the website if your reservation time has already begun.

## 2.4 Changing Reservation's Time, Date or Length

You can change your reservation time, date, or length by logging onto the EZ Ride website and clicking the "My Reservations" tab. If the updated registration time is available, the process will work just as if you created a new reservation. If someone else has reserved the vehicle for your desired time slots, the scheduling conflict will not allow the reservation to go through. Please call EZ Ride Monday–Friday, 8:00am–5:00pm at 201.939.4242 or during off-peak hours and weekends call 201.893.0136 and speak to one of our associates and we will try and accommodate your new plans.





## 3. Ride

Now that you've made your reservation, you're ready to ride! Here's how to get going.

### 3.1 Picking up the Car

Before you go to get your car, make sure you know where it is! It's usually a good idea to print out your confirmation page before you go.

### 3.2 Vehicle Inspection

Make sure that you inspect the outside of the car for damage. Any kind of minor damage, like scratches, should be recorded using the Damage Forms stored in the glovebox, and then reported online.

Proper procedure for reporting damage and the condition of the automobile can be found in the "Reporting Minor Damage or Needed Maintenance" section under the *Repairs and Upkeep* heading.

For major damage, or if you find the car excessively dirty, please call us **before you start your trip!** If you fail to report a problem caused by another member, you may be held accountable for it.

Once you've entered the vehicle, check the inside for damage. As with above, take careful note of any new damage and report it online immediately following your trip.

You also need to check the glove compartment. Make sure that the following items are present:

- Insurance Card
- Registration
- Gas Card

If any of those items are missing, call EZ Ride **immediately.**

Ride



### 3.3 Entering Your Car

The card reader is located on the driver side windshield, near the vehicle inspection sticker.

1. Place your Smart Card on the windshield above the Card Reader.
2. The LED light on the Card Reader will change from Red to Green and the door unlocks.

NOTE: This process may take up to a minute, so please be patient

3. You can now enter the car.

NOTE: If for some reason the car does not unlock after repeated attempts, do not hesitate to call EZ Ride. We will do our best to figure out the problem.



### 3.4 Retrieving Your Key

Once you're in your car,

1. Open the glove compartment and take out the Key-Holder Terminal.
2. Punch in your PIN and remove the car key.
3. You can now start the engine. The car will NOT start if you do not enter your PIN.

### 3.5 Missing Vehicle

We've tried our best to create a seamless car-sharing program, but sometimes things come up and other members are late. If your car is missing, call us right away; we have a couple of options. We may:

- Provide for another EZ Ride car, if available,
- Contact a taxi cab service, or
- Facilitate renting a car for you.

If you wish to cancel your reservation and arrange your own transportation, you can cancel at no charge. Afterwards you can submit your receipt to EZ Ride and we will reimburse you the extra costs above the price of your initial reservation. This reimbursement is capped at \$100.

Likewise, if we arrange alternate transportation for you, you will not be held responsible for any incurred cost over the price of the initial reservation. In both cases, you will also be given a \$25 credit to your account as an apology for the inconvenience.

### 3.6 Using the Car

Now that you've gotten the vehicle started, feel free to start driving. We ask that you abide by our cardinal rule, *"Be respectful of the CarShare vehicles and other members."* Remember, this is not your car. Treat it as you'd like others to treat it.





### 3.10 Smoking and Pets

Smoking is not permitted in any of the EZ Ride vehicles. Pets are not permitted inside the vehicles unless they are kept inside proper carriers (such as those used to take a pet on an airplane). Emergency cleaning fees will be applied if you violate these policies.

### 3.11 Emergency Situation

Only registered EZ Ride CarShare members are allowed to operate the vehicles. However, in the event of a serious emergency and the life or safety of you or another person is at risk, a non-member is permitted to drive the vehicle under your supervision and only under the following conditions:

- They have a valid driver's license.
- They are capable drivers.
- They are not under the influence of any intoxicating substance.
- You have reported the situation to an EZ Ride associate.

**You must alert an EZ Ride associate immediately.** We can be reached at 201.939.4242 Monday–Friday, 8:00am–5:00pm or during off-peak hours and weekends call 201.893.0136 and speak to one of our associates.

NOTE: You are liable for any costs, fees, or damages, etc. incurred while that driver operates the vehicle.

**MAKE SURE YOU CALL 911 IF THE SITUATION REQUIRES IT!**



### 3.7 Refueling the Car

Each EZ Ride CarShare vehicle is equipped with a Voyager Gas Card which is accepted at most major gas stations. Gas is included with the cost of your hourly rental.

1. Pull into the gas station and ask them if they accept the Voyager gas card. If they do, give them the gas card and refuel the car.
2. Be ready to provide the attendant with the odometer reading of the car.
3. You will be asked for the Fuel PIN. The Fuel PIN is the three-digit number of the vehicle followed by 0 at the end.

NOTE: The PIN is specific for the vehicle you are currently driving; it is not your personal PIN.

4. EZ Ride is billed for the gas. You pay nothing!

### 3.8 Tolls

Tolls are NOT included with the cost of your hourly rental; you will be charged separately according to your individual use.

### 3.9 Stops Along the Way

Use the car-key when you exit and re-enter the vehicle during your reservation. If you need to make a stop during your trip, lock the car using the car-key, and make sure you take it with you. Do not lock and unlock the car during your trip using your Smart Card. The Smart Card should be used strictly to unlock the car initially and to logout at the completion of your trip.



## 4. Return

There may be another client waiting upon your return, so we ask that you please have the car parked in the designated spot by the end of your reservation period. The success of CarShare depends on your courtesy to the next member to reserve the vehicle.

### 4.1 Return Process

1. Park the car properly in an EZ Ride designated parking space.
2. Once you have turned off the vehicle, put the key back into the Key-Holder Terminal located in glove compartment.
3. Check around the car for any personal items that you may have brought with you. Check to make sure that you've turned off the dome light and/or headlights and you've removed any trash. Remember, our one simple rule!
4. Step out of the car and close the door. You do not need to lock the car.
5. Place your Smart Card on the card reader on the windshield of the car.
6. The LED light turns from green to red and the door is locked.





#### 4.4 Running Late

We need to know when you're running late. Since you're sharing the car, there may be someone else depending on it once your reservation is up. Please plan your trip and reservation period accordingly.

There is only one option if you are running late. Call a CarShare associate at least one hour before your reservation ends and tell them you cannot return the car on time. The number to call is 201.939.4242 Monday–Friday, 8:00am–5:00pm or during off-peak hours and weekends call 201.893.0136 and speak to one of our associates and we will try and accommodate your new plans. Again, we stress the fact that someone may be waiting for that vehicle. *If you do not call you will be charged a \$50 late penalty for every hour or part thereof, beyond the conclusion of your reservation, whether anyone reserved it after you or not.* If you do call, we'll waive the fee.

The next EZ Ride client expects to use the car as scheduled. We need to alert that client and find them another means of transportation. You will be charged at your normal rate for the extra time you kept the car as well as any other costs for the other member's transportation, whether it be the cost of a cab or car rental. That specific cost can be up to, but no more than \$100.

#### 4.2 Reserved Parking Space

You must return the car to the EZ Ride designated parking spot. If you do not, the next Carshare member to use the vehicle will have a difficult time finding the car. You will be charged an Inconvenience Fee.

However, if another vehicle is parked in the EZ Ride space or the spot is otherwise rendered useless, park in the closest legal spot you can find. You must call EZ Ride immediately and inform them that the spot was taken and where you parked the vehicle. If you call, there will be no Inconvenience Fee.

#### 4.3 Fuel Left in the Car

The gas tank must be at least **1/2 full** when you return the car! Fees for not returning the car with an appropriate amount of gas can be found in the Additional Fees section at the end of this manual.

If you arrive at your car and find that the previous user did not return the car with more than 1/2 a tank of gas, follow the procedure listed under the "Reporting Minor Damage or Needed Maintenance" subheading in the "Repairs and Upkeep" section of the manual and leave an appropriate comment on our website.



## 5. MISCELLANEOUS

### 5.1 REPAIRS AND UPKEEP

#### Cleaning

EZ Ride has contracted a cleaning service to have our cars cleaned twice a month. The cars will also be checked on a periodic basis to ensure that they are in proper working order.

As a member of CarShare, you play an important part in making this entire operation run as smoothly as possible. If you notice a problem or something comes up, please do not hesitate to notify us. Most minor damage and normal vehicle maintenance can be reported via our website. In the event of major damage or an emergency, call 1-866-208-1307 and speak to one of our CarShare Associates.

### 5.2 REPORTING MINOR DAMAGE OR MAINTENANCE ISSUES

It is vital that you carefully note any damage you discover. Report it as soon as possible. This enables us to document and fix the problem. Damage Forms are stored in the glove box for your use in recording any previously unreported damage. First, write down any damage you've noticed. Then, follow the steps listed on the next page to report what you've found, online.



1. Go online to our website at [www.ezride.org](http://www.ezride.org) and click the “Reservation” icon.
2. Use your User Number and PIN to login as you normally would.
3. If you are reporting a problem on the same day as the trip, click on the “My Reservations” tab and then, next to the correct vehicle click “Comment”. If you are reporting a problem at a later date, click “My Trips” and follow the same procedure. Make sure you select the right date and the right vehicle!
4. A comment box will open. Choose the appropriate comment type. Please enter any additional information that would be useful. Check the box and provide your e-mail address if you want a personal response.
5. Once you’re finished, click on “Submit” at the bottom of the comment screen.

## Road Problems

All breakdowns or accidents involving EZ Ride CarShare vehicles must be reported to EZ Ride at the earliest opportunity.

## Accidents

If an EZ Ride vehicle is involved in an accident, you must contact the police and EZ Ride immediately. This also applies to hit-and-run accidents. You must:

1. Secure evidence from any witnesses.
2. Provide us with a written description of the accident and damage.
3. Provide us with the police report as soon as it is available.
4. Additional clarification can be found in the Membership Agreement, available at [ezride.org/membershipagreement](http://ezride.org/membershipagreement).

## Breakdowns

EZ Ride CarShare furnishes 24-hour roadside assistance for all vehicles. If your car breaks down, a tire goes flat, or you experience any other car trouble, call AAA using the card in the glove compartment. You will not be charged for that reservation period.

As a courtesy, EZ Ride will assist you in finding alternative transportation to your destination, whether through a taxi service or a limo company. EZ Ride will reimburse you up to \$100 of that incurred cost upon submission of a receipt.

## Jump Start

If your CarShare vehicle needs a jump start, contact us immediately and we will send roadside assistance. Please do not jump the car on your own; we want to guarantee that it is done correctly. It is strictly prohibited to use an EZ Ride car to jump start another vehicle.

## Parking and Traffic Tickets

It is your responsibility to pay for parking tickets, moving violations, or any other traffic citation you receive while driving. If you fail to pay a ticket and EZ Ride is charged, you will be billed for the cost of the ticket paid by EZ Ride plus an additional Ticket Processing fee.

## Impoundment

If the vehicle is towed and impounded during your reservation time, you assume all the incurred costs (i.e. towing, garage fees, etc).

Additionally, if the car was reserved by another member, you will cover the costs of their replacement means of transportation (i.e. cab fare or cost of a rental car). *Remember it all comes back to respecting other members.* Please do not inconvenience them.



### 5.3 LOST AND FOUND

EZ Ride does not assume responsibility or liability for personal items left inside the vehicles. If you leave an item in one of our vehicles, call us immediately and provide an EZ Ride associate with the following:

1. *What you lost.*
2. *The vehicle number.*
3. *The time and date you returned the vehicle.*

We will contact you if the item is found.

If you get into an EZ Ride vehicle and find that another member has left behind a personal item, please be respectful. Take the item and place it in the trunk. Call EZ Ride and inform one of the associates of the item you have found so we can properly return it to its rightful owner.

### 5.4 INSURANCE

CarShare provides for the statutory car insurance coverage required by the state of New Jersey. **Approved** CarShare members are covered when driving our vehicles. Additionally, our plan provides for Extended Medical Expense Benefit – Limit of Insurance \$1000 per person per “accident”. Please note if a CarShare member is “at fault” in an accident while driving a CarShare vehicle, the member is responsible for paying the \$500 deductible.

*What if the vehicle is damaged during my trip while I'm away from the vehicle?*

If a vehicle is damaged during a reservation by someone other than the CarShare member, member is still responsible for the deductible.

*What happens if damage occurs to a vehicle while parked between reservations?*

Members are required to inspect the vehicle before they begin their trip, and to mark any damage on the Damage Form in their glove box. CarShare will investigate the damage. For major damage, or if you find the car excessively dirty, please call us before you start your trip.

*What counts as “damage”?*

CarShare does not consider normal wear and tear, such as small door dings or paint chips, to be reportable damage.

### 5.5 PROHIBITED USES

The following uses are prohibited by EZ Ride. If you are found in violation of any of these, your membership may be terminated and you may be liable for any damages.

**You cannot:**

- Allow a non-member to drive the vehicle.  
Yes, this applies to family members.
- Carry more people than the car has seatbelts for.
- Carry anybody or anything for hire, as in a taxi or delivery service.
- Carry pets in the vehicle, except in an airline-type travel container.
- Drive in an unsafe or reckless manner.
- Drive under the influence of alcohol, drugs, or any other mind-altering substance.
- Drive a vehicle for any illegal purpose.
- Drive off paved or graded roads.
- Drive outside of the NY-NJ area.
- Fill or load the vehicle beyond its capacity.
- Smoke, or allow others to smoke, inside the vehicle.

## 5.6 BILLING

All of your bills from EZ Ride will be charged to your credit card, on a monthly basis. You provided your credit card number when you signed and completed the Membership Agreement. If you have any questions regarding your bill, do not hesitate to e-mail us at [info@ezride.org](mailto:info@ezride.org).

### CarShare Statements

All of your monthly EZ Ride statements are available online. Login to your EZ ride account, select the desired month of your statement, and download or print for your own records.

**NOTE:** It is your responsibility to maintain current billing information. It is also your responsibility to make us aware of any changes to your contact information. Please contact an EZ Ride Associate to update your information. Failure to do so could result in additional fees or membership termination.



## 5.7 ADDITIONAL FEES AND CREDITS

**ALTERNATE TRANSPORTATION CREDIT** – EZ Ride will credit a member up to, but no more than \$100, if they had to arrange for alternate transportation when inconvenienced by EZ Ride. The member must submit a receipt for the credit to be processed and applied.

**ANNUAL FEE** There is a \$50 annual membership fee.

**APOLOGY CREDIT** Members who have been inconvenienced (i.e. been affected by the actions of a member who is being charged the inconvenience fee) will receive a \$25 credit.

**CANCEL RESERVATION** There is no charge to cancel a reservation if it is done 24 hours prior to the start of the reservation time. If the reservation is cancelled less than 24 hours ahead of time, the member will be charged for the reservation less the amount of time that another member “recycled” of the reserved time.

**DAMAGE FEE** You will be required to pay a \$500 towards deductible for physical damage and for comprehensive coverage if applicable.

**EMERGENCY CLEANING** If a member left the car excessively dirty or in an unusable state, they will be charged a \$150 emergency cleaning fee.

**INCONVENIENCE FEE** Members will be charged \$75 for inconveniencing other members for actions such as no fuel, not parking in the right spot, no key, taking gas card, etc.

**KEY REPLACEMENT** Members who lose a key will be charged the \$75 Inconvenience Fee and the cost of replacing the key.

**LATE RETURN** If a member is late and does not call EZ Ride, they will be charged \$50 per hour or part thereof. If they do call, the fee is waived. The number to call is 201.939.4242 Monday–Friday, 8:00am–5pm or during off-peak hours and weekends call 201.893.0136 and speak to one of our associates and we will try and accommodate your new plans. In either case they will be charged for the time that the car was used in half-hour increments and, if applicable, the cost of providing transportation to the person who was inconvenienced, up to \$100.

**RE-ISSUE CARD** If a member loses their Smart Card, a \$20 re-issuing fee will be applied.

**REFERRAL CREDIT** Members who get other friends to sign up for the EZ Ride program will be awarded a \$40 credit. The new member must mention the original member's name or ID number for the credit to be applied. The new member will also receive 4 free hours of driving as our way of welcoming them to the program.

**REGISTRATION FEE** There is an initial \$25 processing fee to set up an account.

**REMOTE UNLOCKING** A member will be charged at \$15 fee to have the car unlocked remotely if they locked their Smart Card and key inside the vehicle.

**SECURITY DEPOSIT** Members put down a \$100, refundable security deposit.

**SMOKING/PETS FEE** Members will be charged the \$150 emergency clean up fee after smoking or transporting a pet without a proper carrier.

**TICKET PROCESSING FEE** Tickets are the responsibility of the member to whom they were issued. If they refuse to pay and EZ Ride is charged, the member will be billed for the cost of the ticket and a \$50 Processing Fee

**UNDER FUELED** If a member returns the vehicle and the tank is less than half full, they will be charged a \$10 flat fee. If the tank is less than one-fourth full, the inconvenience fee will be charged.

**WRONGFUL FUEL FEE** Members who fill the vehicle with the wrong type of gasoline will be responsible for the cost of repairs.

## CONTACT INFORMATION

### Web

[www.ezride.org](http://www.ezride.org)

### E-mail

[info@ezride.org](mailto:info@ezride.org)

### Phone

For more information, please call Jodian Brown  
201.939.4242 (8:00am – 5:00pm M–F) or  
201.893.0136 (off-peak hours and weekends)  
Toll Free: 1.800.208.1307

### Corporate Office

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