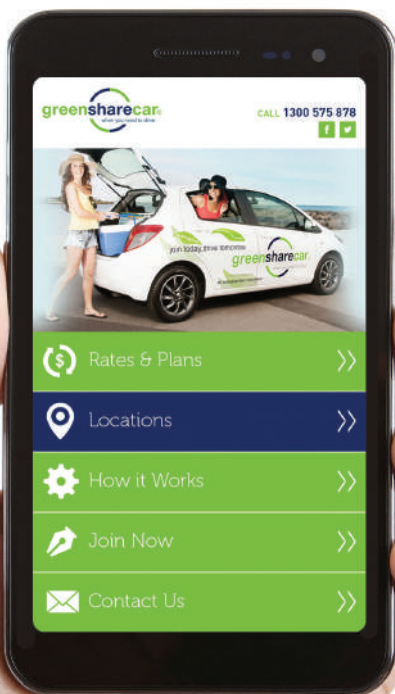




# Quick Guide



Innovative and Sustainable Transport

# Welcome!

We know you're going to love the freedom that comes with being a **GreenShareCar** member. Whether it's saving some cash or improving your mobility options, you've got a great new way to get where you're going!

Our vehicles are fully insured, serviced and maintained in peak condition. Every vehicle has a fuel card, e-TAG and on-board computer to manage your bookings.

We have a 24/7 emergency call centre, roadside assist and complete accident management.

Our vehicles provide enjoyment and mobility to our many members so we ask you to respect the vehicles as if they were your own. Car sharing is simple and fun, but we all need to work together to keep things running smoothly. Be courteous to fellow members and avoid fines by following some simple rules. It's important to read this Quick Guide before your first trip.



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# Simple Rules



## Report Damage

When you arrive at a vehicle, always check the car inside and out. To report damage, a dirty car or low fuel, call **1300 575 878**.



## Keep it Clean

Take personal belongings with you when you go and bin any rubbish.



## No Smoking

Not even with all the windows down or all the doors open. Smoking is strictly prohibited.



## No Pets

We like pets, but the cars don't. Pets are strictly prohibited.



## Fill it Up!

Always leave at least 1/2 a tank of fuel. Use the fuel card located in the slot in the on-board computer next to the driver's sun visor.



## Return on Time

Late fees are no fun, and neither is waiting for another member to return a car.

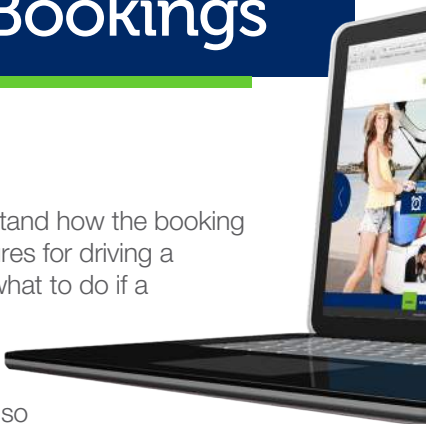
You can extend your booking quickly from a smartphone or the on-board computer, or just give us a call. Make sure to extend at least 20 minutes before your booking expires.

# Making Bookings

It's important to understand how the booking system works, procedures for driving a **GreenShareCar** and what to do if a problem comes up.

You can find all that and more in this guide, so let's get started and get you ready to drive!

Once again, welcome to **GreenShareCar** and congratulations on becoming a member and a part of the movement to sustainable transportation.



## From a Desktop

Login at **[www.greensharecar.com.au](http://www.greensharecar.com.au)** with your member ID and password. Follow the prompts to make a new booking.



## From a Mobile Device

Login at **[reserve.greensharecar.com.au](http://reserve.greensharecar.com.au)** with your member ID and password. Follow the prompts to make a new booking.

**Your booking will be sent to the vehicle within minutes and you'll receive a confirmation email.**



## Fuel & Insurance Always Included!



### Cancellation Policy

To cancel or change a booking, simply login and select My Reservations, then click **Change or Cancel**.

Any cancelled time with less than 24 hours' notice prior to the start of your booking will be charged at full price. Changing vehicles with less than 24 hours' notice will result in your account being charged for both vehicles.

You have a 1 hour grace period after making a booking, any changes or cancellations within 1 hour of the booking being made will not incur any charges.

# Getting Started

Before you drive, be sure to check for the following:

- Fuel Card (located in the slot on the on-board computer)
- User Manual (in the glove box or behind the front seats)
- At least ½ tank of fuel



If anything is missing make sure to let us know right away.



## Damage Check

When you arrive, check the vehicle for damage, inside and out. If you find any damage, check if it's been reported in the **Damage Log Sheet** in the User Manual. If it hasn't already been reported, call us at **1300 575 878** before you drive off.

When reporting damage, make sure to include:

- The type, size and area of the damage.
- Which damaged panel or part is affected, whether it's inside or out.
- Use the terms passenger or driver side. Left or right can get confusing!

If possible, take a photo and send it to [info@greensharecar.com.au](mailto:info@greensharecar.com.au).

**If you don't report existing damage at the start of your trip, you may be held responsible.**



## Using the Smartcard

Your smartcard is your access pass to the GreenShareCar fleet. Hold it against the card-reader in the driver's side bottom corner of the windscreen to start your booking and unlock the doors. Wait for the green light then remove the card. Always use it to lock and unlock the doors during your booking, leave the keys in the vehicle at all times.

**If you misplace your smartcard, just let us know. We will arrange a replacement (fees apply).**



## Keys

Keys are kept on a cord beneath the steering wheel. Make sure to remove them from the ignition before exiting the vehicle. Some of our vehicles have an electric START button instead of keys. If you don't see any keys, check around the steering wheel for a START button.



## Probationary Licences

Probationary drivers are required to supply their own "P" Plates. These are to be clearly visible at all times.

# Returning Vehicles

When you return the vehicle, make sure:

- You have left at least ½ a tank of fuel.
- All lights and accessories are turned off.
- The key is out of the ignition.
- To remove personal belongings and any rubbish.
- The car is clean and tidy.



## Car Needs a Wash?

We like to keep the vehicles as clean as possible, nobody likes driving a dirty car. If it looks like it could use a wash, just call us at **1300 575 878** and, in most cases, we'll be happy to credit your account for the cost of a full clean.

**If you leave the inside or outside of the car dirty or leave rubbish inside, you may incur a fine.**



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## Designated Parking Space

If a vehicle is parked in the reserved parking bay when you return, call us immediately at **1300 575 878** for assistance.

If you leave the car parked in any location other than its designated parking space and it gets a parking infringement or other fine, you will be responsible for payment plus our admin fee.



## Locking Up

When you're ready to end your reservation, return the key to the holder, turn off all lights and accessories and make sure all windows and doors are fully closed. Use your smartcard to lock the doors. Nothing else is required to end your booking, you're done!



# Extend Bookings

You can always extend your booking if the vehicle has not already been booked by another member. You can do so from the on-board computer, from a smartphone, or by calling us at **1300 575 878** during office hours. If you're unable to extend your booking, please notify us at least 20 minutes prior to the end of your reservation.

**Make sure to extend your booking before it expires, you can't extend an expired booking.**



## From a Desktop

Login at **[www.greensharecar.com.au](http://www.greensharecar.com.au)** with your member ID and password. Follow the prompts to extend your booking.



## From a Mobile Device

Login at **[reserve.greensharecar.com.au](http://reserve.greensharecar.com.au)** with your member ID and password. Follow the prompts to extend your booking.

**Hilton** 



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# Refueling



## The Fuel Card

Every vehicle has a fuel card located in the slot in the on-board computer next to the driver's sun visor. You'll see the card peeking out on the left side.



## Where to Refill

Most service stations will accept our fuel card, but always check before filling up.

If necessary, you can pay for fuel yourself and send us a copy of the receipt, we'll reimburse you with a credit on your GreenShareCar account less our administration fee.

**Always make sure to ask the attendant if the fuel card will be accepted before filling up.**



## Fuel Type

Always use regular unleaded when you fill up. If you fill up with the wrong fuel it may cause an engine breakdown which is not covered by our warranty. If this occurs, you will be held responsible. If you fill the vehicle with premium fuel, we may charge you for the difference.



## Leave at Least ½ Tank

Always leave the car with at least half of a tank of fuel at the end of each trip to avoid fines.

# Emergencies



## Accidents

If you are involved in an accident:

- Do not admit fault.
- Secure the car and turn on the hazard lights.
- Inform the police if anyone is injured or if there is a dispute of fault.
- If another vehicle is involved, take note of the other vehicle's registration number, the other driver's name, address and license number.
- Write down any witnesses' contact details.
- Take photos of any damage.
- After doing all the above, call the **24/7 Call Centre** on **1300 575 878**.



## Breakdowns & Flat Tyres

In the event of a mechanical problem, flat battery or flat tyre, pull over, secure the car, and call the **24/7 Call Centre** on **1300 575 878**.



# Tolls & Fines



## Tolls

Every vehicle has an e-TAG to record trips on toll roads. If you drive on a toll road, you will be invoiced for the cost of the toll plus 20% admin fee at the end of the month.



## Fines and Tickets

You're responsible for traffic penalties including parking tickets, speeding fines, clamping fines, bus lane fines or any other infringements.

You are required to pay parking tickets directly. If we receive them in the post, you will still be responsible and incur our administration fee.



# Fleet Solutions



ExclusiveFleet® provides fully supplied vehicles to member corporations or other entities using GreenShareCar's proprietary carsharing technology.

ExclusiveFleet® allows employee use of vehicles overnight and on weekends with no FBT returns.



QuickFleet® provides managed services to vehicles belonging to member corporations or other entities using GreenShareCar's proprietary carsharing technology.



GreenShareCar has developed dynamic, strategic solutions designed to provide sustainable carsharing facilities for property developers. Our unique model meets and exceeds all planning requirements and, more importantly, guarantees the carsharing facility remains active for the life of the building for future generations.

**Contact GreenShareCar at 1300 575 878 for more information on our range of fleet solutions.**

# Contact Info



## Office Hours

9:00AM – 5:00PM, Monday to Friday.  
Our offices are closed on public holidays.



## After Hours

We are available for problems and emergencies 24/7, 365 days of the year.

If you require assistance after hours, on weekends or on public holidays, call **1300 575 878** and follow the prompts.

Before you call, have the following information ready:

- Member ID
- Reservation times
- Car registration number
- Your mobile contact number
- Nature of the problem



## Important Information

This Quick Guide does not substitute or replace the terms and conditions of the Member User Agreement, which terms were agreed at the time of joining GreenShareCar. The latest version of the Member User Agreement is always available on our website.

*The information in this Quick Guide is current as at May 2014 (v7.8).  
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