



Procedures  
Reference Guide

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# Phone Guide

(To assist with issues beyond your Account Managers' access)

<b>Department</b>	<b>Phone</b>	<b>Email</b>
Sales, Group Formation & Filling Seats	(657) 221-4460, (800) 826-4967, ext 1	Sales@vanpool.com
Administrative or Billing Inquiries	(657) 221-4490, (800) 826-4967, ext 2	Billing@vanpool.com
Driver Approval Status & Website Inquiries	314-587-4684, (800) 826-4967, ext 3	DriverApproval@EnterpriseRideshare.com
Maintenance, Roadside Assistance, Accidents	(310) 436-2375, (800) 826-4967, ext 4	Maintenance@vanpool.com
Repair Shop Approvals & POs	866-878-2079, (800) 826-4967, ext 5	

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## Other Important Emails

<b>Department</b>	<b>Email</b>
Changing Van Sizes	VehicleSwitches@vanpool.com
Changing Vanpool Coordinators	CoordinatorSwitches@vanpool.com
General Customer Feedback	Feedback@vanpool.com
Terminating Your Vanpool	Terminations@vanpool.com

# Maintenance

Email the Enterprise Maintenance department at [maintenance@vanpool.com](mailto:maintenance@vanpool.com) for a list of authorized repair shops near you. Please include your Vanpool ID, vehicle unit number or license number and a description of the problem you need addressed. This email inbox is monitored throughout the day for prompt assistance. For maintenance emergencies (or if you don't have email access), please call [310-436-2375](tel:310-436-2375).

## Preventive Maintenance:

Enterprise services its vehicles every 7,500 miles or sooner (per auto manufacturer guidelines). When your vehicle is due for service, you will receive an email notification that includes a list of approved service shops in your area. The Vanpool Coordinator or an authorized Vanpool Driver will need to bring the vehicle into one of the Enterprise-approved shops near their home or work. When you arrive at the shop, please let them know you are an Enterprise Rideshare (**not** Rent-a-Car) customer and your vehicle is due for service. Have the shop contact Enterprise at [800-826-4967](tel:800-826-4967), #5 for all repair approval and purchase orders. For additional authorized shops in your area, email the Maintenance department ([maintenance@vanpool.com](mailto:maintenance@vanpool.com)).

It is important to have the service performed within a week of receiving the notification to ensure your vehicle remains in safe operating condition. If you are unable to take the vehicle in for service within the current week, please request a one-week extension from the Maintenance department. For safety reasons, we are only able to extend the service one week.

Please email the Maintenance department ([maintenance@vanpool.com](mailto:maintenance@vanpool.com)) if either of the following occurs:

- A "service/check-engine" light of some type turns on in your vehicle.
- You receive a service notification after service was performed on your vehicle.
  - > Please include the date and mileage when the service was performed.

## Minor Repairs and Flat Tires:

For minor repairs (e.g. wipers, headlight, etc.) or if the “service due” light on your vehicle turns on, please bring the vehicle into an Enterprise-approved shop near you, and follow the instructions in the “Preventive Maintenance” section. You do not need to notify Enterprise in advance.

If the vehicle gets a flat tire, contact Roadside Assistance directly at [310-436-2375](tel:310-436-2375), and they will arrange to change the tire / put on the spare. Once the spare tire is installed, drive the vehicle to a nearby Enterprise-approved shop. Please do not attempt to change the tire yourself.

## Major Repairs:

For repairs that cannot be completed within one day, Enterprise will deliver a loaner vehicle to the Vanpool Coordinator (unless the vehicle is in a remote location). Once the original vehicle is repaired, Enterprise will return the vehicle and pick up the loaner. The Vanpool Coordinator is responsible for making sure the loaner vehicle is returned with the same amount of fuel (usually  $\frac{1}{4}$  tank) as when delivered. Enterprise does not provide loaner vans for same-day servicing or repairs. Please refer to the “Maintenance-Related Loaner Vans” section for more information. If you notice a problem with your van on the way to work, call Enterprise’s Maintenance department as soon as you arrive.

**\*Note:** *Please remove all personal belongings and valuables from the vanpool vehicle prior to service. Enterprise and its vendors are not responsible for any personal items left inside of the vehicle.*



# Breakdowns

All breakdown assistance is handled through [310-436-2375](tel:310-436-2375).

In the event of a breakdown during normal business hours (7:00am-5:00pm M-F), replacement transportation will be delivered if the problem cannot be handled by a roadside assistance truck (flat tire, jump start, etc.).

When calling for breakdown assistance, you must have the following vehicle information ready:

- Name of the Primary Driver
- Location of breakdown/vehicle
- Unit number or license plate number
- Your destination
- Number of riders/passengers

In the event of an after-hours breakdown (weekends, or 5:00pm-7:00am M-F), a roadside assistance vendor will coordinate repairs or arrange replacement transportation. If the vehicle has a minor issue (flat tire, jump start, etc.), a roadside service truck will be dispatched. If replacement transportation is necessary (major breakdown), a taxi service will be dispatched to take your group to its destination. As an alternative, you can use Uber or Lyft. The vanpool group will pay the fare, collect a receipt and submit the receipt to Enterprise for reimbursement. If you use the taxi option, please let the Roadside department know in advance if you plan to pay by credit card so they can notify the taxi company. Call Enterprise's Maintenance department as soon as you arrive at work, so they can schedule a loaner vehicle to be brought to your worksite during normal business hours.

**\*Note:** *If the vehicle breaks down after-hours on the way home and a Taxi/Uber/Lyft is used to transport the group back to the where their cars are parked, the group members will need to drive themselves (carpool) into work the next morning. A loaner vehicle will be delivered to the work site during business hours. In this event, one day of charges will be deducted from your monthly bill.*

If you are at home and your vehicle is not operational, you will need to leave the vehicle at home with a key in the gas cap and use your personal car to travel to work that day. Call the Maintenance department as soon as you arrive at work, so they can arrange for a loaner vehicle to be brought to your work site. In this event, one day of charges will be deducted from your monthly bill. Please make sure each driver has a list of each vanpool participant's phone numbers in case this situation occurs.

**\*Note:** *The customer is responsible for leaving a key with the disabled vehicle any time it needs to be towed.*

# Accidents

An Accident Kit is located in the center console or glove box of the vehicle. In the event of an accident (windshield damage, vandalism, minor accident, etc.) the Vanpool Coordinator or Driver is required to fill out the Accident Report Form and have passengers complete the included blue Accident Report Cards. In addition, please take 1-2 pictures of the damage on both vehicles. If the vehicle is disabled, follow the normal breakdown procedures. Enterprise must be notified anytime an accident occurs. Call [310-436-2375](tel:310-436-2375) or email [maintenance@vanpool.com](mailto:maintenance@vanpool.com).



# Maintenance-Related Loaner Vans

Loaner vans are temporary replacement vehicles that are provided when the servicing of your van cannot be completed in one day. To expedite loaner van deliveries, Enterprise does not guarantee the type of seating (luxury or bench).

When receiving a loaner vehicle, you are responsible for the following:

- **Leave Keys In Gas Cap:** If your vehicle is scheduled to go into the shop, you must leave the keys to your van in the gas cap. If Enterprise is unable to pick up your van because the keys were not left with the vehicle as instructed, you could be charged for the reschedule.
- **Return Fuel to Same Level:** Loaners will be delivered with approximately a quarter tank of gas. If you receive a loaner vehicle that has less gas, please inform the Enterprise representative who confirmed the delivery. On return, the loaner vehicle must have the same amount of gas as when it was delivered or you'll incur a fuel charge on your next monthly bill. Enterprise cannot reimburse for additional fuel left in the tank.
- **Personal Property:** If you are issued a loaner van or an emergency replacement van, please make sure your passengers remove all personal property. Enterprise is not responsible for lost or misplaced items.

## Issues NOT covered by the Enterprise Maintenance Department

Enterprise Rideshare does not accept responsibility for:

- Lockouts (locking the keys in the vehicle)
- Lost keys
- Running out of gas
- Battery failure due to lights being left on (dome lights or headlights)

In the event of a lockout, do not attempt to retrieve the keys using a "slim jim" or other device. Enterprise's insurance will not cover any damage caused while trying to enter the vehicle, and the repair of any damage will be the responsibility of the Vanpool Coordinator.



