VANPOOL PROCEDURE LIST
(and Contact Directory)

1-800-VAN-4WORK®
(800-826-4967)
PHONE OPTIONS

Sales, Group Formation, or Customer Service: #1
Maintenance, Roadside Assistance, Accidents #2
Driver Approval Status: #3
RideMatching #4
Administrative or Billing Inquiries: #5

EMAIL OPTIONS

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>EMAIL ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Repair or Servicing</td>
<td><a href="mailto:Maintenance@vanpool.com">Maintenance@vanpool.com</a></td>
</tr>
<tr>
<td>Driver Approval</td>
<td><a href="mailto:DriverApproval@vanpool.com">DriverApproval@vanpool.com</a></td>
</tr>
<tr>
<td>RideMatching (finding riders for your van)</td>
<td><a href="mailto:RideMatching@vanpool.com">RideMatching@vanpool.com</a></td>
</tr>
<tr>
<td>Changing Van Sizes</td>
<td><a href="mailto:VehicleSwitches@vanpool.com">VehicleSwitches@vanpool.com</a></td>
</tr>
<tr>
<td>Monthly Payments / Billing Issues</td>
<td><a href="mailto:Billing@vanpool.com">Billing@vanpool.com</a></td>
</tr>
<tr>
<td>General Sales Questions</td>
<td><a href="mailto:Sales@vanpool.com">Sales@vanpool.com</a></td>
</tr>
</tbody>
</table>
RideMatching, Waiting Lists, & Back-up Drivers

Need help finding a rider for your van?
If you have a rider drop out of your vanpool, contact Enterprise immediately and we will attempt to assist you in finding somebody to fill that seat. We'll utilize our "RideMatching" process to assist your efforts in finding a rider. Our RideMatching process includes the following:

- We can check to see if there are co-workers at your company (some whom you may not even be aware of) who could potentially join your vanpool.

- We can print and forward to you rider-recruitment flyers (customized with your information) which you can post at your work site to attract riders.

- We can query our ridematching database and see if there are any individuals that match your commute route and times. We receive inquires each month from thousands of individuals who would like to join our vanpools, and their information is stored in our ridematching database.

If you lose a rider, contact our RideMatching staff at:

877-VAN-MATCH
RideMatching@vanpool.com

BENEFITS of Building a WAITING LIST for your Vanpool:
Even if your vanpool is completely filled, we highly encourage you to build a "waiting list" of extra riders. A waiting list is a list of extra riders who re essentially ride in your vanpool on "standby" basis. They ride in the vanpool when regular riders are out sick, on vacation, or otherwise not riding in the van for a particular period of time (day/week/month). There are several advantages to building a waiting list for your vanpool:

- If you lose a permanent rider in your vanpool, someone from the waiting list can fill the seat immediately.

- Waiting list riders can cover the cost of a seat they ride in on days when a permanent rider is not riding in the vanpool (vacation, etc.). This lowers the cost to permanent riders.

- If your waiting list grows large enough, you can look at moving into a larger capacity vanpool, which could potentially lower the cost per-person significantly.

If you are contacted by someone looking to join your vanpool, and your van is currently full, we highly encourage you to start up a waiting list for your van!

Multiple Drivers For Your Vanpool
It's best to have 3 or more Enterprise-approved drivers for your vanpool. Between sick days, vacations, etc. there will be times when at least one of the drivers in your vanpool is not available to drive your van. If you do not have an Enterprise-approved back-up driver, you will not be able to take the van to work in these situations. It takes a minimum of 2 full business days to get a driver approved, so plan ahead and get a number of back-ups approved in advance.
Maintenance

Maintenance and repair activities must be coordinated through the Enterprise Rideshare Maintenance Department at Maintenance@vanpool.com. In your email, provide your vehicle unit number, and a description of the problem or issue you need addressed. This email is checked constantly throughout the day and you will receive a quick response. For maintenance emergencies (or if you don’t have email access at home or work), please call 1-800-VAN-4WORK® (800-826-4967), and press option #2 for Maintenance.

Preventative Maintenance:
Enterprise will attempt to contact the vehicle operator periodically to arrange a date and time for routine maintenance (oil change, safety inspection). The Vanpool Operator is responsible to responding back to Enterprise or its repair shop if contacted regarding servicing. Enterprise follows the manufacturer’s recommended service intervals of 6,000 miles between oil changes. Our maintenance department will coordinate with a repair shop to have service performed on your vehicle. If you are not contacted for service and the vehicle has traveled 6,000 miles or more since the last service, please notify the maintenance department so that service can be arranged.

*Note: If a vehicle is going to be picked up or switched for service work, a key needs to be left inside the gas cap door on the side of the vehicle. This will ensure that the vehicle can be moved without you having to take time out of your day to meet with the service vendor when they arrive. However, a key cannot be left with the vehicle at any other time. (unless directly instructed by Enterprise to do so).

In some situations Enterprise will, as a convenience feature, pick up and drop of the van for servicing. However, Enterprise will not reimburse for any fuel used while transporting the vehicle because the vanpool driver would pay for fuel if they were transporting the vehicle themselves. In instances where a vanpool driver transports the vehicle themselves to a service vendor, they will need to coordinate with Enterprise’s maintenance department.

Minor Repairs and Flat Tires:
In some situations (flat tire repair, fuse, remote service area), the vehicle operator will need to transport the vehicle to the shop themselves. In these cases, it is the vehicle operator’s responsibility to transport the van to a repair shop at his/her convenience. The Enterprise maintenance department can prearrange an appointment with a repair shop so that the repair can be billed to Enterprise, or the vehicle operator can handle any repair of less than $25.00 and submit the receipt to Enterprise for reimbursement.

*Note: If a tire is completely flat please contact the maintenance department so that they can dispatch a tow company to change the tire. Do not attempt to change the tire yourself.

Major Repairs:
If the vehicle requires an overnight shop visit, Enterprise will deliver a loaner vehicle to the vehicle operator (unless the vehicles is in a “remote location”). Once the vehicle is repaired, Enterprise will pick up the loaner vehicle. The vehicle operator is responsible to make sure that the loaner vehicle has the same amount of gas in it (usually ½ tank) at the time it is picked back up by Enterprise. We do not provide loaner vans for same-day servicing or repairs. Please refer to the section titled “Maintenance-Related Loaner Vans” for more information about loaner van procedures.

*Note: Please make sure that passengers remove all personal belongings and valuables prior to the vehicle going in for service. Enterprise and its vendors are not responsible for any personal items left inside of the vehicle. Any personal property left in the vehicle will be at the owner’s own risk.
Breakdowns

All breakdown assistance will be handled through the 1-800-VAN-4WORK® (800-826-4967) number (press option #2 for Breakdown Assistance).

In the event of a breakdown during normal business hours (7:00am-6:00pm M-F) a loaner vehicle will be dispatched to the site of the breakdown from the nearest Enterprise Rent-A-Car office (The exception to this is if the breakdown occurs more than 20 miles from one of Enterprise’s 375 Southern California locations). All of these locations carry vans that can be used as replacement vehicles. During normal business hours, a loaner vehicle will be delivered for all breakdowns that cannot be handled by a roadside assistance truck (flat tire, jump start, etc.).

When calling for breakdown assistance, please have the following information ready:
- Name of the Primary Driver of the vehicle
- Unit number or license plate number of the vehicle
- Number of riders/passengers in the vehicle
- Location of breakdown/vehicle
- Your destination

In the event of a breakdown after hours (during the weekend, or 6:00pm-7:00am M-F), an after-hours roadside assistance company (AAA) will coordinate the repairs. If the vehicle is in need of a minor repair (flat tire, jump start, etc.), a tow truck will be dispatched to assist you. If the vehicle has a serious breakdown while commuting after hours and replacement transportation is needed, a taxi van will be quickly dispatched to take your group to its destination. The vanpool group will need to pay the taxi fare, collect a receipt, and will then be reimbursed promptly by Enterprise. Please let Enterprise’s roadside personnel know in advance if you plan to pay by credit card so they can notify the taxi company. A loaner vehicle will be delivered to your work site during normal business hours.

*Note: If the vehicle breaks down after hours on the way home, and a taxi van is used to transport the group back to the meeting site where their cars are parked, the group members will need to drive themselves (carpool) into work the next morning and a loaner vehicle will be delivered to the work site during business hours. In this event, one day of vanpool/carpool 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 own car to travel into work that day (or carpool with other vanpool members). After you arrive at work, you will need to contact the maintenance department after 6:00am, who will then arrange for your vehicle to be towed and a loaner to be brought to your work site. In this event, one day of vanpool/carpool charges will be deducted from your monthly bill. Please make sure that each driver has a list of phone numbers for the vanpool riders in case this situation occurs.

*Note: A key must be left with the disabled vehicle in cases where it will need to be towed.
Accidents

An Accident Kit is located in the center console or glove compartment of the vehicle. In the event of any type of accident (windshield damage, vandalism, minor accident, etc.) the primary driver must fill out the enclosed Accident Report Form and have all passengers complete the blue Accident Report Cards.

If the vehicle is disabled, follow the normal procedures listed above for breakdowns. **Enterprise must be notified anytime an accident occurs.**

All services for sales, administration, maintenance, breakdowns, and insurance are coordinated through the 1-800-VAN-4WORK® (800-826-4967) phone number. Feel free to email any questions you have to Maintenance@vanpool.com.

Maintenance-Related Loaner Vans

Loaner vans are temporary replacement vans that are provided when the servicing of your van cannot be completed in one day. **Enterprise does not provide loaner vans for same-day services or repairs.** In order to expedite repairs and loaner van deliveries, **Enterprise does not guarantee the type of seating (luxury or bench) for loaner vehicles.**

If an Enterprise representative confirms the delivery of a loaner vehicle with you, please be sure to address the following:

- **Leave Keys In Gas Cap** - If your vehicle is scheduled to go into the shop and a loaner van will be delivered to you, you must leave the keys to your permanent 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 if the vehicle switch needs to be rescheduled.

- **Return Fuel to Same Level** - All loaner vans will be delivered with ¼ a 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 needs to have ¼ tank of gas when it is picked back up by Enterprise or else you will incur a fuel charge on your next monthly bill. Enterprise cannot reimburse for additional fuel left in the tank above ¼.

- **Personal Property** - If you are issued a loaner van or an emergency replacement van, please make sure that your passengers remove all personal property that is in the van. Enterprise is not responsible for lost or misplaced items.

**Emergency replacement vans** are vans provided in the event your vehicle breaks down on the side of the road.
Issues NOT handled by the Enterprise Rideshare Maintenance Department

There are several instances in which Enterprise Rideshare will be unable to accept responsibility. These include:

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

In the event of one of these occurrences during normal business hours, the Maintenance Department will be able to assist you in finding a tow company in your area. **Enterprise Rideshare will not accept any financial responsibility** for tow companies for these services. Payment for these services is the responsibility of the riders in the vanpool.

In the event of a lock out, please do not damage the vehicle in any way in an attempt to retrieve the keys. This includes breaking a window or the use of devices (such as a coat hanger or “slim jim”) in an attempt to open the vehicle. Enterprise’s insurance coverage will not cover any damage caused by these methods. Any costs related to the repair of the damage will be the responsibility of the vanpool group.

**Car Rental Discount For Vanpoolers**

As an added benefit of vanpooling through Enterprise, all vanpool participants can receive a 10% car rental discount from Enterprise Rent-A-Car locations (valid at Southern California locations only). This discount is valid off of the normal, non-discounted retail rates. To take advantage of this discount, the renter would need to reference the vanpool discount number **C60399** at the time the car is rented. This discount is available for all current members of Enterprise Rideshare vanpools operating in Southern California. Your local Enterprise rental office can be reached by calling **1-800-RENT-A-CAR**.