

**State of Delaware**  
**Fleet Services**  
**OPERATING POLICIES AND PROCEDURES**

CATEGORY: VEHICLE RESERVATIONS	DATE ISSUED: 1-01-94 REVISED:04/3/18 REVIEWED: 4/3/18	EFFECTIVE DATE 4/3/18	POLICY NO: VR-1
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**Making a Reservation**

Reserving a vehicle is easy and convenient:

Fleet Services has a new interactive on-line reservation system.

The link to the on-line portal is <https://Fleet.state.de.us/FleetReservations>

To log into the portal you will need to enter your 6 digit Employee ID and the temporary password that you will receive from Fleet services in your Welcome email. You will be prompted to create your own password upon login.

Any questions or concerns, please feel free to contact our office at 739-2277 (800-273-2277). Thank you, in advance, for your understanding and cooperation in the privilege to use our state vehicles.

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Any special requests (car phones, two-way radios, special lights, etc.) should be made to the authorized driver's Department/Agency. That Department/Agency shall control disbursement of such equipment.

If a Non-State Owned tagged vehicle is required, please refer to the Vehicle Registration/Identification section of this manual. ([Policy VO-16](#))

**Confirming a Reservation**

Fleet Services will confirm all reservations by e-mail. With security and identity theft a growing concern, Fleet will not manually fax or scan any reservation confirmations directly to individuals.

Reservation confirmations will indicate the vehicle pick-up site and the location where the authorized driver can acquire vehicle keys (see [Pick-Up Site Hours/Locations of Motor Pools](#)).

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**Emergency Reservations**

Fleet Services will guarantee an authorized driver a vehicle in emergency situations. Please be aware that requesting a vehicle on an emergency basis should be considered serious and may cause considerable inconvenience to other drivers.

Emergency reservations will be confirmed at the time of the request.

**Canceling a Reservation**

Cancellations can be made by e-mail, or phone without penalty when Fleet Services is notified at least 2.5 business hours prior to the scheduled pick-up time.

Cancellations made less than 2.5 business hours prior to the scheduled pick-up time will result in a penalty charge assessed to the driver's agency. (See [Fleet Services Rental Rates \(Policy VR-4\)](#)).

**No-Show Reservations**

A reservation will be declared a No-Show if a vehicle is not picked up within one hour after the scheduled pick-up time.

Fleet Services will not guarantee a vehicle for authorized drivers who arrive one hour after their scheduled pick-up time.

Authorized drivers may change their reservation pick-up time up to one hour past the scheduled pick up time without penalty.

The penalty for a No-Show reservation is payment of a full day's rental rate to compensate for lost revenues due to the vehicle being unavailable for other drivers.

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**Emergency Weather Policy**

The Emergency Weather Policy goes into effect in any area where the Governor has declared a weather emergency and in areas where state offices are closed. Reservations will automatically be cancelled at no charge when any one of the following weather-related emergencies is met:

- a) Drivers are scheduled to attend a meeting in an area that is closed.
- b) Drivers work in an area that is closed.
- c) Drivers are scheduled to pick up a vehicle in an area that is closed.

When an authorized driver does not wish to drive because of local weather conditions, but an official State of Emergency does not exist, that authorized driver must cancel their reservation. Upon request, the Fleet Administrator will review such cancellations to determine if late cancellation surcharges are warranted.

**Return of Fleet Services Pool Vehicles**

All Fleet Services vehicles must be returned to the pick-up site at the motor pool of origin. Prior approval from Fleet Services must be obtained if a vehicle is to be returned to a site other than its origin.

The cost for returning a vehicle to a site other than its origin is \$125.00, payable by the authorized driver's Department/Agency.

If an authorized driver returns a vehicle during normal business hours, that driver must hand the keys back to the Key keeper. If an authorized driver returns after normal business hours, the driver must put the keys in the locked key box at the vehicle pick-up site.

Vehicles must be returned to the pick-up site no later than the confirmed, return date/time to ensure availability for the next reservation.

**Rental Rates**

**Daily Rental Rates:** See Fleet Services Rental Rates ([Policy VR-4](#))

**Short-term Rental Rates:** See Fleet Services Rental Rates ([Policy VR-4](#))