

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

CATEGORY: VEHICLE RESERVATIONS	DATE ISSUED: 1-01-94 REVISED:03-11-10 REVIEWED: 3/1/19	EFFECTIVE DATE 12-10-08	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. Fleet’s IT staff has coordinated a test along with your agency’s IT staff, and we have been given approval for you to use the new on-line portal for reservations.

The link to the on-line portal is <https://fleet.delaware.gov>

To log into the portal you will need to enter your 6 digit Employee ID (this can be found on your Pay Advice) and a temporary password that will be provided, via email, by Fleet.

Please note that all reservations need to be scheduled via the online portal (<https://fleet.delaware.gov>) or will be assessed the 20% upcharge fee. If you experience any difficulties or have any questions, feel free to call Fleet Services at 302-739-2277, or email FleetReservation@delaware.gov. Please do not use the back arrow at top of page if you make a mistake or need to go back for any reason (you will get kicked out of portal and/or receive an error message). Please use the back tab at the bottom of the page, next to the continue tab. Thank you.

All changes and cancellations of reservations must still go through Fleet Services.

Also, if you have trouble using the calendar please note:

The calendar issue is something that we cannot correct on our end. The IT department has informed us that it is an issue relating to the “resolution” setting on certain employees computers. You will need notify your IT department of the problem, and they can easily correct it for you. (you must click on TIME FIRST before you click on a date....if not will do Time Now....)

Any questions or concerns, please feel free to contact our office at 302-739-2277 (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

All reservations will be confirmed automatically from the Fleet system. A confirmation will be sent to the email in employees profile.

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

Emergency vehicle requests can be made by phone less than 2.5 business hours in advance. Fleet Services will guarantee the authorized driver a vehicle in emergency situations.

Emergency reservations must be consistent with the authorized driver's Department/Agency emergency vehicle policy and will be documented in Fleet Services files. Copies are available from your department/agency. 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](#))