



zipcar[®]
wheels when you want them

Zipcar 101

NYC Fleet



what is zipcar?



- The world's largest and fastest growing car sharing company.
 - Founded in 1999 – cars on the road since 2000.
- Cars on demand by the hour or day, available around the corner
 - Rates include gas and insurance
 - Reserve online or via mobile in seconds
- 700,000 Zipsters in 18 cities and 260+ universities (US, Canada, UK).



what is the process?



Join >>

Join at zipcar.com/nycfleet



Reserve >>

Members reserve online or on their mobile device. At the time of the reservation a wireless signal is sent to the Zipcar.



Unlock >>

When members arrive at the Zipcar, their Zipcard identifies them and unlocks the door.



Drive! >>

When done, they just return the car to it's spot and walk away. Gas, insurance and 180 miles are all included.

what is included?

- Fuel
 - Gas card in car for fuel purchases. Limited to capacity of tank per vehicle.
- Tolls
 - EZ Pass in every vehicle that is billed to the account at the close of each month.
 - 180 Miles
 - Every 24 hour reservation or less
 - **\$0.45 per mile over 180**
- Reserved Parking
 - Each Zipcar lives in a branded space
 - Members can come and go during their reservation
 - All reservations start and end in the same location
 - There are over 400 Zipcar locations in the NYC area with 2500+ vehicles

common questions you may have

1. Does Zipcar cost me anything when I make a reservation?

No, it's free to make a reservation. Reservations include 180 free miles per day. So if you reserve for an hour, you get 180 miles. If you reserve for a day, you get 180 miles. Mileage above and beyond the 180 free miles is charged at \$0.45 per mile for most cars (\$0.55 for premium vehicles such as BMWs).

For reservations that exceed 24 hours, you get 20 miles for each additional hour up to a maximum of 180 miles per day. So a 26-hour reservation would include 220 miles (180 for the first 24 hours + 2 x 20 for the additional 2 hours). A two-day reservation would include 360 miles (2 days x 180 miles).

2. Do I need a credit card to make a reservation?

Yes! Zipcar accepts all major credit cards: American Express, Visa, MasterCard, Discover and Diners Club. Driving charges are billed (and appear on your statement) when you make your reservation. If there are any additional charges (like tolls) during your trip, then we will add them at the end of your reservation. Of course, you can view all of your statements online at any time to see any applied or pending charges.

You may also use your phone to speed up the reservation process by using the iPhone or Android™ apps or our mobile site!

3. How do I pick up a car?

First, we'll ask you to activate your Zipcard online at zipcar.com. Once you activate your card, you'll be able to reserve Zipcars anytime through our website, from your mobile, or by calling 1-866-4ZIPCAR. Once you've reserved your car, go to its location. Zipcars are located all over your city in reserved and (usually) off-street parking spaces. This means that you will always know where to find the car and always have a parking spot to come back to — yet another benefit of Zipcar! Your Zipcard will only open the car you've reserved during the time you've reserved it (which means no one else can open your Zipcar during that time, either). All you do is walk to the car and hold your card to the windshield and the doors will unlock!

- **4. What if the car's not there?**

Give us a call at 1-866-4ZIPCAR! We'll check to make sure you're at the correct location to pick up your car. Perhaps it's simply parked in the wrong spot, in which case, we'll beep the horn for you to see if the car can be located. If that doesn't work, we'll make alternative arrangements for you such as providing you with a different vehicle or provide alternative transportation such as taxi service.

- **5. What if I don't like to call? What are my options?**

No worries! Members can locate Zipcars, reserve, extend and cancel reservations, and even honk the horn and unlock the doors using our iPhone or Android™ apps, or our mobile site. How's that for newfangled technology?

- **6. What if I want to take the key with me?**

Remember that someone may be waiting for your car, so you don't want to forget and go anywhere with them after your reservation is over. They'll need to be left in the car in the same super-secret spot you found them in.

7. I like BMW's. How can I use them?

With over 30 models to choose from, there's a Zipcar for your every whim. However, the BMW 328xi (and other specified cars) should not be reserved because of your agency's contract with Zipcar to use either **Hybrid/PZEV Sedans** or 7 Passenger Minivan/SUVs. There will be extra fees if other models are used.

8. What if the car is dirty? What do I do?

While all Zipcars are professionally cleaned on a regular basis, each member is responsible for leaving the car in good condition for the next member. Remember, we've gotta work together to keep this whole car-sharing thing running smoothly.

If a car is dirty upon arrival for your reservation, we ask you to call us and report it. We'll do our best to get you into a different car, or, if you'd like to take the Zipcar to a car wash, we'll gladly reimburse your account for a cleaning.

9. What if there's no gas, and I don't have money?

No problem. We pay for the gas for all of our cars! You just need to fill the tank using the fuel card inside the car when it gets to 1/4 full.

- 10. What if the gas card is missing?

Give us a call at 1-866-4ZIPCAR to let us know. We'll replace the fuel card. If you need to purchase gas during your reservation, turn in the receipt and we'll reimburse you for your personal purchase.

- 11. What if I find illegal substances in the car?

Immediately call us at 1-866-4ZIPCAR. We'll give you further instructions.

- 12. What if I don't report damages?

Make sure to inspect your vehicle before you drive it. If there is any damage to your vehicle, be sure to give us a call at 1-866-4ZIPCAR to report it before driving so we won't wonder who to blame. If the vehicle is damaged during your reservation and you don't report it, we'll most likely find out.

- 13. What if I damage the car? Do I have to pay?

Although we don't like to, we may have to charge a damage fee if any of the following happen on your watch: dents, scratches, collisions, flat tires, windshield cracks, dead batteries (from leaving the lights on), engine problems, vandalism, theft, third party damages, and, in some cases, third party personal injuries. If a properly insured third party is found to be 100% at-fault, then you're off the hook and not responsible for the damage fee.

Also, while members are not responsible for normal wear and tear on Zipcars, the fee does apply to damage caused by pesky, unavoidable events such as floods, hail, wind, trees falling, etc.

common questions you may have

- **14. What if I report damage late?**

You may be held responsible for the damage depending on the specifics of the incident and damage. Reporting late is better than not reporting at all.

- **15. What if the maintenance light comes on?**

Give us a call at 1-866-4ZIPCAR immediately. It's important for you and for us that we take care of our cars to avoid damage and unnecessary wear.

- **16. What if I get a flat tire?**

Zipcar membership includes roadside assistance 24 hours a day, 365 days a year. Give us a call at 1-866-4ZIPCAR, and we'll give you further instructions.

- **17. What if I lose my zipcard?**

Give us a call at 1-866-4ZIPCAR. There may be a fee for replacing your zipcard.

- **18. What if I get a parking ticket?**

It's yours. Pay it. (Don't grab it from under the windshield wiper and toss it in the nearest gutter.)

- 19. What if I leave my personal belongings in the car, and my reservation is over?

Give us a call at 1-866-4ZIPCAR. We'll give you further instructions.

- 20. What if I take the wrong car?

If you're not in the correct car, our system will know. You should receive a phone call from our office immediately notifying you of this to complete the rest of your reservation using the correct car.

- 21. What if I lose the gas card?

Give us a call at 1-866-4ZIPCAR. We'll replace the gas card for free. If you find it before calling us, simply return it to the car.

find cars by location
find cars by car type

GO
or

filter by type

meet the cars

- ▶ 225 Rector Place - Battery Park City, Manhattan - MPG Parking
12 vehicles
- ▶ Allen St btwn Grand & Hester St - Lower East Side, Manhattan - Imperial Parking
8 vehicles
- ▶ Battery Pl btwn West & Washington St - Financial District, Manhattan - GGMC Parking
8 vehicles
- ▶ Beekman St btwn Nassau & William St - Financial District, Manhattan - Rapid Parking
4 vehicles
- ▶ Cedar St btwn William & Pearl St - Financial District, Manhattan - Imperial Parking
10 vehicles
- ▶ Centre St btwn Hester & Walker St - SoHo, Manhattan - Edison Parking
10 vehicles
- ▶ E 1 St btwn Bowery & 2 Ave - East Village, Manhattan - Central Parking
8 vehicles

find cars by location

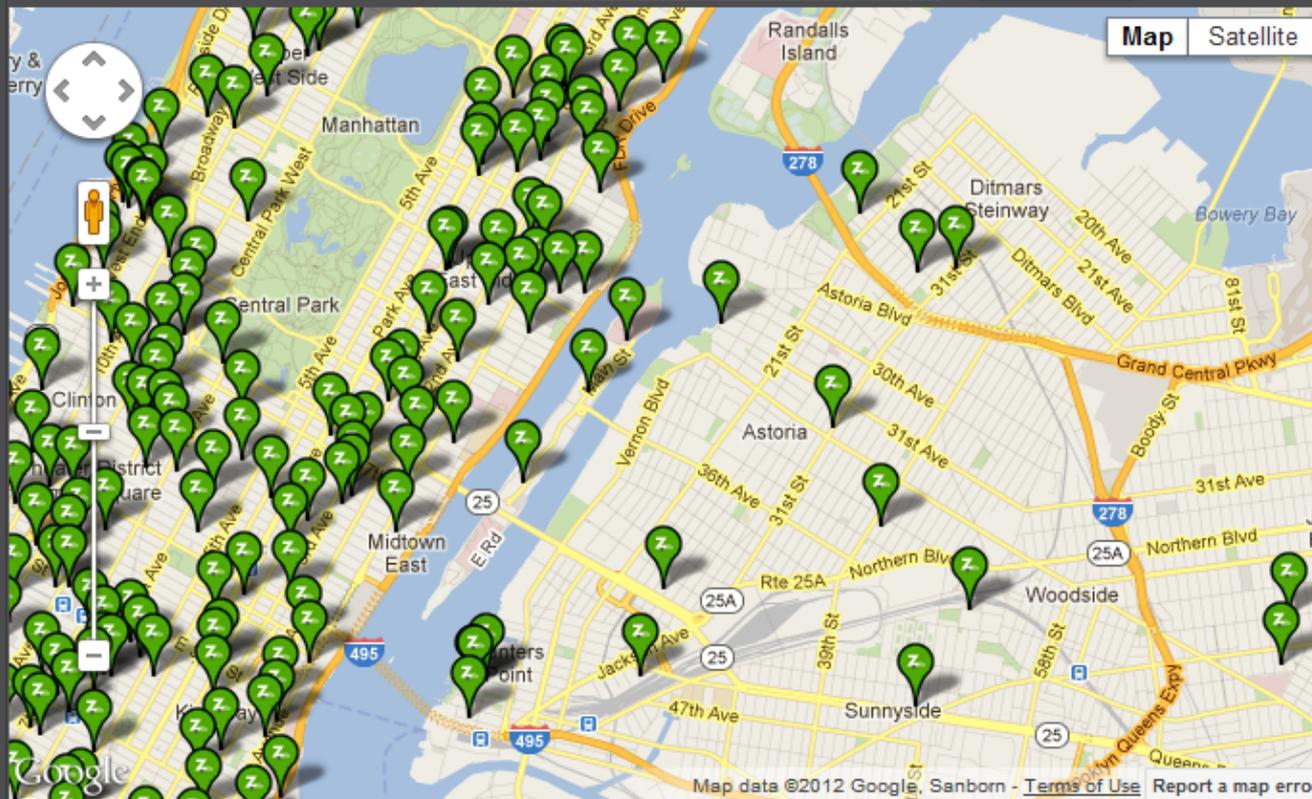
find cars by car type

enter some or all of an address

GO

or choose your neighborhood

filter by type

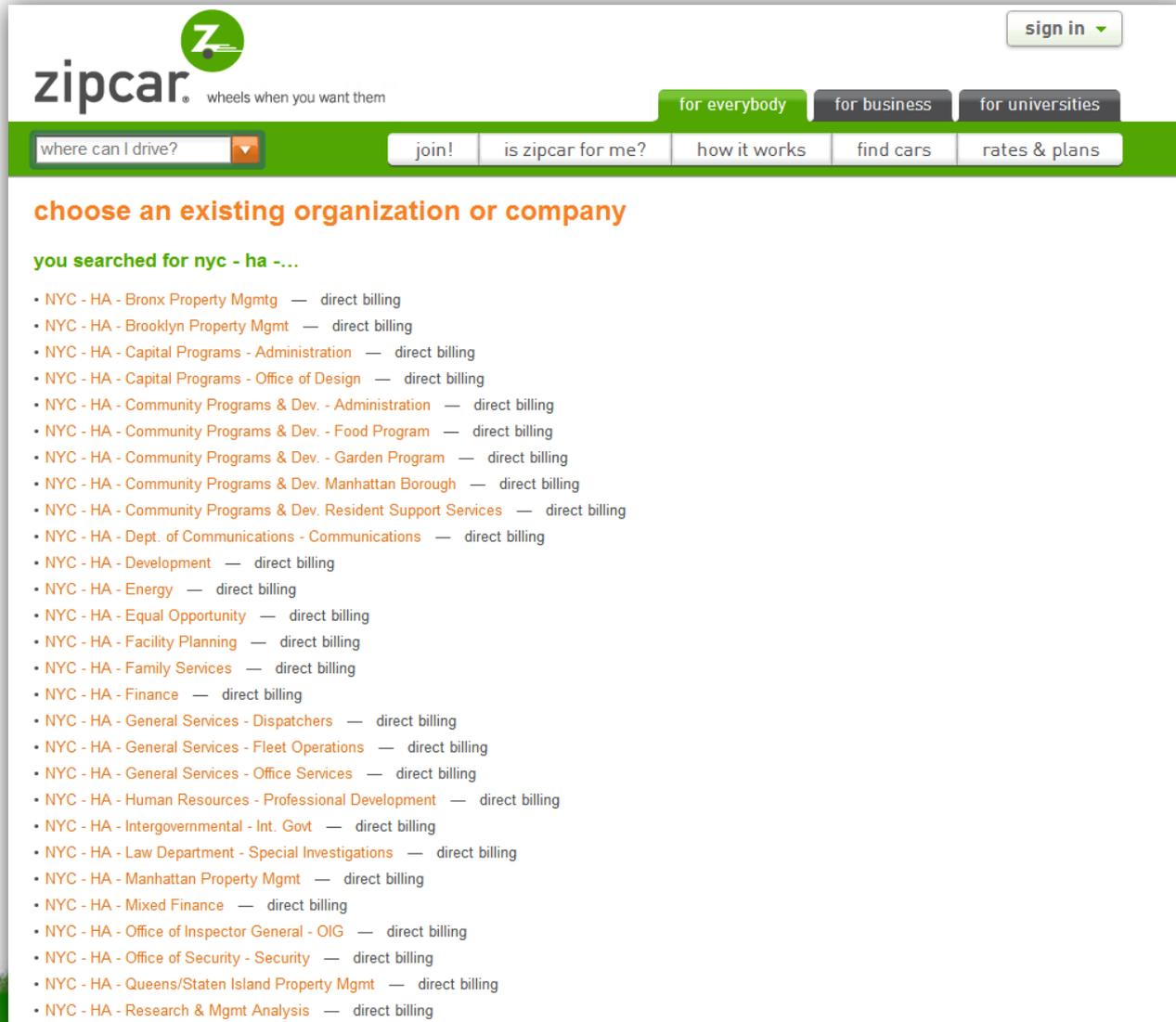


meet the cars

- ▶ 1 Ave btwn 30 & 33 St - Gramercy, Manhattan - Rapid Parking
3 vehicles
- ▶ 1 Ave btwn 38 & 39 St - Murray Hill, Manhattan - Imperial Parking
3 vehicles
- ▶ 1 Ave btwn 97 & 98 St - Upper East Side, Manhattan - MPG Parking
5 vehicles
- ▶ 19 St & 24 Rd - Astoria, Queens
2 vehicles
- ▶ 24 St btwn Queens Plaza & 41 Ave - Long Island City, Queens
1 vehicle
- ▶ 28 St btwn 24 Ave & Hoyt - Astoria, Queens
2 vehicles
- ▶ 3 Ave btwn 63 & 64 St - Upper East Side, Manhattan - Imperial Parking
4 vehicles
- ▶ 31 St & 23 Rd - Astoria, Queens - Noori Auto
2 vehicles
- ▶ 31 St btwn B'way & 31 Ave - Astoria, Queens - TR Parking

- Log onto www.zipcar.com/nycfleet

Locate your department in the list and select the link to enroll there



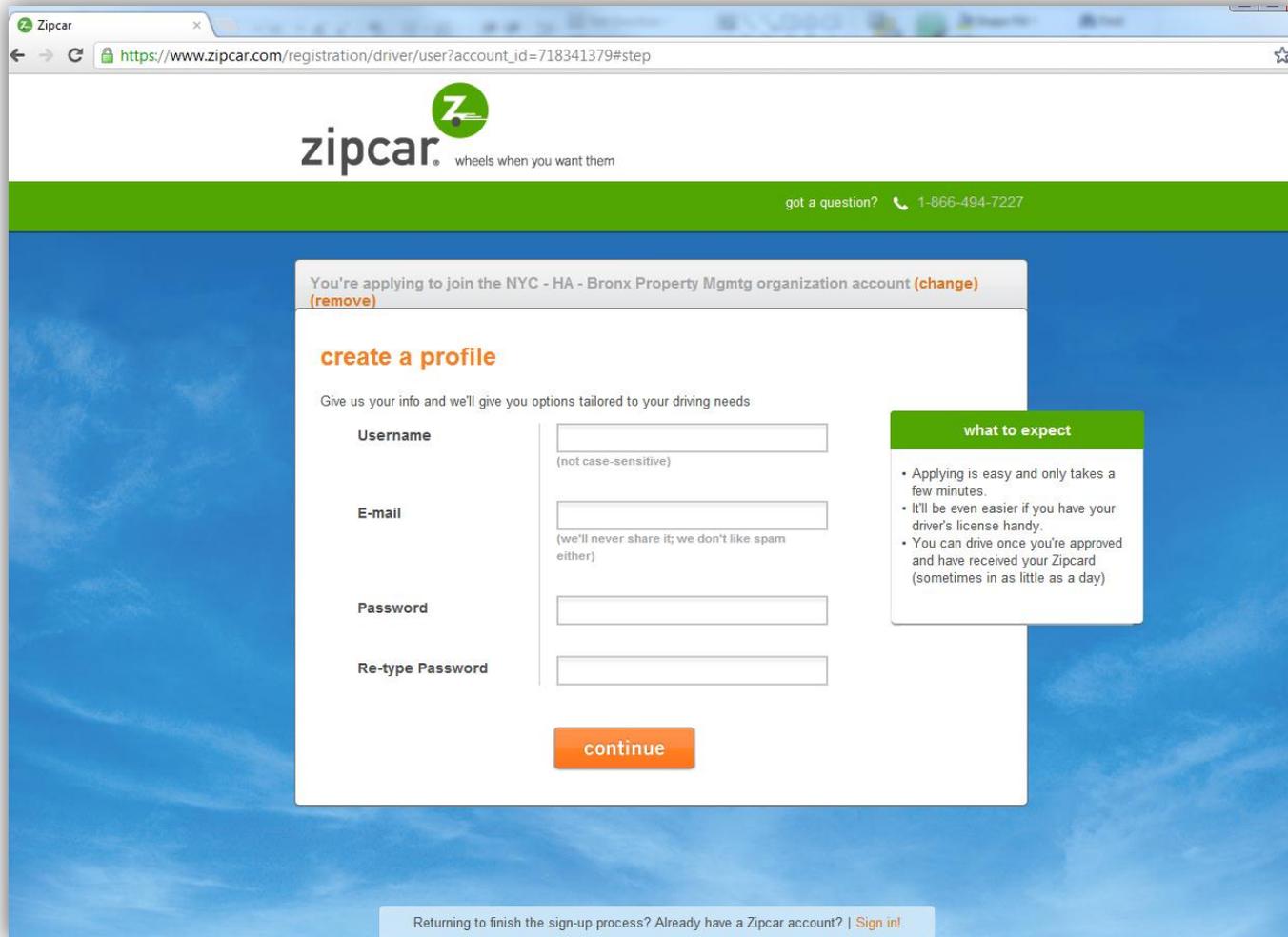
The screenshot shows the zipcar website interface. At the top left is the zipcar logo with the tagline "wheels when you want them". To the right is a "sign in" button. Below the logo are three tabs: "for everybody" (selected), "for business", and "for universities". A search bar contains the text "where can I drive?". Below the search bar are four buttons: "join!", "is zipcar for me?", "how it works", "find cars", and "rates & plans". The main content area is titled "choose an existing organization or company" and shows a search result for "nyc - ha". A list of 30 departments is displayed, each with a link and the text "direct billing".

choose an existing organization or company

you searched for nyc - ha -...

- [NYC - HA - Bronx Property Mgmt](#) — direct billing
- [NYC - HA - Brooklyn Property Mgmt](#) — direct billing
- [NYC - HA - Capital Programs - Administration](#) — direct billing
- [NYC - HA - Capital Programs - Office of Design](#) — direct billing
- [NYC - HA - Community Programs & Dev. - Administration](#) — direct billing
- [NYC - HA - Community Programs & Dev. - Food Program](#) — direct billing
- [NYC - HA - Community Programs & Dev. - Garden Program](#) — direct billing
- [NYC - HA - Community Programs & Dev. Manhattan Borough](#) — direct billing
- [NYC - HA - Community Programs & Dev. Resident Support Services](#) — direct billing
- [NYC - HA - Dept. of Communications - Communications](#) — direct billing
- [NYC - HA - Development](#) — direct billing
- [NYC - HA - Energy](#) — direct billing
- [NYC - HA - Equal Opportunity](#) — direct billing
- [NYC - HA - Facility Planning](#) — direct billing
- [NYC - HA - Family Services](#) — direct billing
- [NYC - HA - Finance](#) — direct billing
- [NYC - HA - General Services - Dispatchers](#) — direct billing
- [NYC - HA - General Services - Fleet Operations](#) — direct billing
- [NYC - HA - General Services - Office Services](#) — direct billing
- [NYC - HA - Human Resources - Professional Development](#) — direct billing
- [NYC - HA - Intergovernmental - Int. Govt](#) — direct billing
- [NYC - HA - Law Department - Special Investigations](#) — direct billing
- [NYC - HA - Manhattan Property Mgmt](#) — direct billing
- [NYC - HA - Mixed Finance](#) — direct billing
- [NYC - HA - Office of Inspector General - OIG](#) — direct billing
- [NYC - HA - Office of Security - Security](#) — direct billing
- [NYC - HA - Queens/Staten Island Property Mgmt](#) — direct billing
- [NYC - HA - Research & Mgmt Analysis](#) — direct billing

Signing up under the D-CAS account only requires a valid license.



The screenshot shows a web browser window with the URL https://www.zipcar.com/registration/driver/user?account_id=718341379#step. The page features the Zipcar logo and tagline "wheels when you want them" at the top. A green navigation bar contains the text "got a question?" and a phone icon with the number "1-866-494-7227".

The main content area is a white registration form titled "create a profile" with the subtitle "Give us your info and we'll give you options tailored to your driving needs". At the top of the form, it says "You're applying to join the NYC - HA - Bronx Property Mgmtg organization account (change) (remove)".

The form includes the following fields:

- Username**: A text input field with the note "(not case-sensitive)".
- E-mail**: A text input field with the note "(we'll never share it; we don't like spam either)".
- Password**: A text input field.
- Re-type Password**: A text input field.

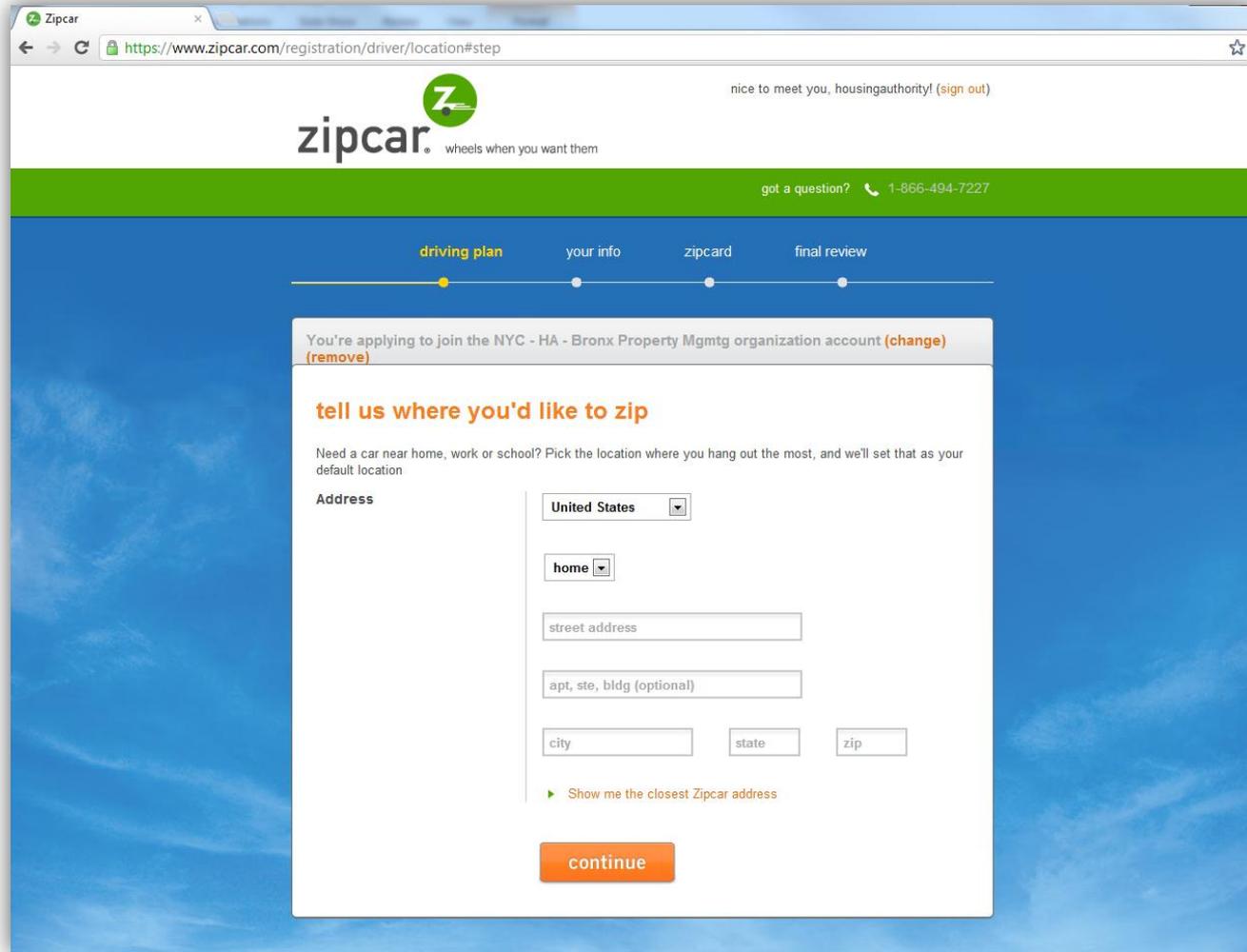
Below the fields is an orange "continue" button. To the right of the form is a green box titled "what to expect" containing the following list:

- Applying is easy and only takes a few minutes.
- It'll be even easier if you have your driver's license handy.
- You can drive once you're approved and have received your Zipcard (sometimes in as little as a day)

At the bottom of the page, there is a link: "Returning to finish the sign-up process? Already have a Zipcar account? | [Sign in!](#)"

default location

Select the location you work from most frequently, and we'll set that as your default location.



The screenshot shows a web browser window with the URL <https://www.zipcar.com/registration/driver/location#step>. The page features the Zipcar logo and the tagline "wheels when you want them". A navigation bar includes "driving plan", "your info", "zipcard", and "final review". The main content area is titled "tell us where you'd like to zip" and contains a form for selecting a default location. The form includes a dropdown for "United States", a dropdown for "home", and input fields for "street address", "apt, ste, bldg (optional)", "city", "state", and "zip". A "continue" button is at the bottom of the form.

Address

United States

home

street address

apt, ste, bldg (optional)

city state zip

Show me the closest Zipcar address

continue

application

- Fill out each field to complete the application process.
- Insurance approval takes between 1-3 days.
- At the end of the application process, select “Pick Up Zipcard”.

The screenshot shows the Zipcar application interface. At the top, the Zipcar logo and tagline 'wheels when you want them' are visible. A navigation bar includes 'driving plan', 'your info' (the current step), 'zipcard', and 'final review'. Below the navigation, a message states: 'You're applying to join the NYC - HA - Bronx Property Mgmtg organization account (change) (remove)'. The main heading is 'enter your driver's license info'. A sub-heading asks: 'Got your license handy? No? We can wait. La da de da dum. Got it? Great. Now enter the info below for our insurance guy'. A green box lists eligibility requirements: '1. Be at least 21 years old', '2. Have a valid driver's license for at least one year', and '3. Have a good driving record'. A link 'See the fine print' is provided. The form fields include: 'Full Name' (first, middle, last), 'Phone' (with a 'mobile' dropdown), 'Phone Country' (United States), 'Date of Birth' (with a note 'You must be at least 21 years old'), 'License issued in' (United States, New York), 'Driver's License #' (text input), 'Re-type License #' (text input), 'License Expiration' (radio buttons for 'My license expires' and 'My license doesn't expire'), and 'Additional considerations' (checkboxes for 'I was licensed elsewhere within the last year' and 'I have a physical disability or drive with someone who does'). A 'continue' button is at the bottom.

already a zipcar member?



How to add yourself

- Sign in go to **My Stuff > Me**, under the “**My membership**” section click “**Add yourself to another account**”
 - Search for “**NYC Fleet**” and select your department.
 - You can also call 1-866-4ZIPCAR (1-866-494-7227) or email at **info@zipcar.com** with any questions.

What happens to my personal account?

- You will still be able to make reservations on your personal account.
 - For work related reservations select “**NYC Fleet**” from the “**Account To Bill**” drop down menu when you make your reservation.
 - **The reservation bar will default to your personal account so make sure to toggle to your work account to avoid billing the wrong account.**

when do you want to reserve your car?

pick up:
05/07/2012 11:30am

return:
05/07/2012 12:30pm

city / region:
New York/New Jersey

address / location: [add](#)
office (1265 Broadway)

cars: [models](#)
All models

my time is flexible

account to bill:
Carmen Monica Brouwer
Carmen Monica Brouwer
NYC - HA - Mixed Finance
Zipcar New York



making a reservation



Once you are approved as a driver and have your zipcard in hand, you'll log on to www.zipcar.com with your username and password to reserve.

when do you want to reserve your car?

pick up:
05/07/2012 11:30am

return:
05/07/2012 12:30pm

city / region:
New York/New Jersey

address / location:
office (1265 Broadway)

cars:
All models

my time is flexible

account to bill:
Carmen Monica Brouwer
Carmen Monica Brouwer
NYC - HA - Mixed Finance
Zipcar New York

Length of reservation

Location

Account to bill



selecting a vehicle



You can reserve a Zipcar for as little as 1 hour, or as much as 4 days at a time.



wheels when you want them

hi, Carmen! (sign out)
[reserve a car](#)
[admin pages](#)

[for members](#)

reserve my stuff help zipster

reserve a car!

New York



pick up:

return:

city / region:

address / location: [add](#)

cars: [models](#)

my time is flexible

account to bill:

[find cars](#)

cars by time
cars by location

« earlier 20+ cars 11am 20+ cars 11:30am **20+ cars available noon** 20+ cars 12:30pm 20+ cars 1pm later »

Wednesday, Jun 13th, noon - 3pm (three hours)

location ▼	20+ cars available		price	pick me!
W 32 St & Bway - Manhattan - Midtown West (0.05 mi)	Honda Civic "Cuascut"	details ▼		
	<div style="display: flex; justify-content: space-between; font-size: 8px;"> 6am noon 6pm 12am </div> <div style="display: flex; justify-content: space-between; width: 100%; height: 15px;"> <div style="width: 25%; background-color: #00a651;"></div> <div style="width: 50%; background-color: #ccc;"></div> <div style="width: 25%; background-color: #888;"></div> </div> <p style="font-size: 8px; text-align: center;"> <input checked="" type="checkbox"/> your reservation <input type="checkbox"/> available <input type="checkbox"/> not available </p>	<div style="text-align: right; font-size: 8px;"> Thu Jun 14 \$10/hr \$65/7-to-7 \$75/day </div>	reserve	
	Cooper MINI "Mcvoy"	details ▼	\$10/hr \$65/7-to-7 \$75/day	reserve
	Toyota Sienna "Searay"	details ▼	\$10/hr \$65/7-to-7 \$75/day	reserve
	Mazda 3 "Maleah"	details ▼	\$10/hr \$65/7-to-7 \$75/day	reserve
	Mazda 3 Hatch "Machlin"	details ▼	\$10/hr \$65/7-to-7 \$75/day	reserve
	Nissan Sentra "Singco"	details ▼	\$10/hr \$65/7-to-7 \$75/day	reserve
	BMW 228i "Booth"	details ▼	\$10/hr \$65/7-to-7 \$75/day	reserve

confirming your reservation

The memo field allows you to capture the purpose of each Zipcar reservation.

confirm reservation (measure twice, cut once..)

Your Reservation:
Friday, Jun 22nd, 12:30pm -
1:30pm
(one hour)

Location:
W 32 St & Bway -
Manhattan - Midtown
West

Estimated Cost: \$4.20
Rate: \$3.50/hr N/A/day

Memo:

Confirm Reservation: nope | yeah! book it



Hi, my name is...
Honda Civic "Cuascut"

Memo field

DO NOT RESERVE THESE VEHICLES...



DO NOT RESERVE THESE MODEL TYPES/VEHICLES

- AUDI A3
- AUDI Q5
- BMW 328xi
- FIAT 500
- FIAT Convertible
- Mini Cooper
- Mini Cooper Convertible
- Mercedes 300
- Mercedes 250
- All of these vehicles are not to be reserved and will incur **fees if reserved.**

confirmation page



Reservation
Details

congratulations, you're done!

Here's Your Reservation:

You have until Friday, Jun 22nd, 9:29am to [change](#) or [cancel](#) this reservation without penalty.

Reservation Details:

Friday, Jun 22nd, 12:30pm - 1:30pm
(one hour)

Billing:

Estimated Cost: \$11.99 (includes 180 miles/day) [details](#)
Rate: \$10/hr, \$65/7-to-7, \$75/day

[Are there any other fees I should know about?](#)

This reservation will be billed on your next statement (May 1st, 2013, 12am)

Waiver:

No waiver applies. [Learn more](#)

Reservation Memo:

Meeting at 22 Cooper Street

Account / Driver:

Carmen Brouwer (Zipcar NY)
Card #891979
on account NYC - HA - Mixed Finance

[make another reservation](#)



like a seat belt
for your wallet.

Damage waivers from \$5/mo. [buy a waiver](#)

 [add to calendar](#) |  [print me](#)



Vehicle:

Honda Civic "Cuascut"
License Plate—FPP4648
medium capacity-bike with wheel off, 6-8 standard file boxes
automatic transmission
Sedan—4 doors, 5 seatbelts
Color—Blue
[Learn how to get gas for this car at www.zipcar.com/gas/](#)

Special Instructions for this car:

The fuel gauge on Civics is an electric display to the right of the speed display. If the gauge shows a set of white bars, that means the tank is completely full. Make sure not to confuse this with the temperature gauge, which is to the left of the speed display.

Roll over icons to learn about this Zipcar.

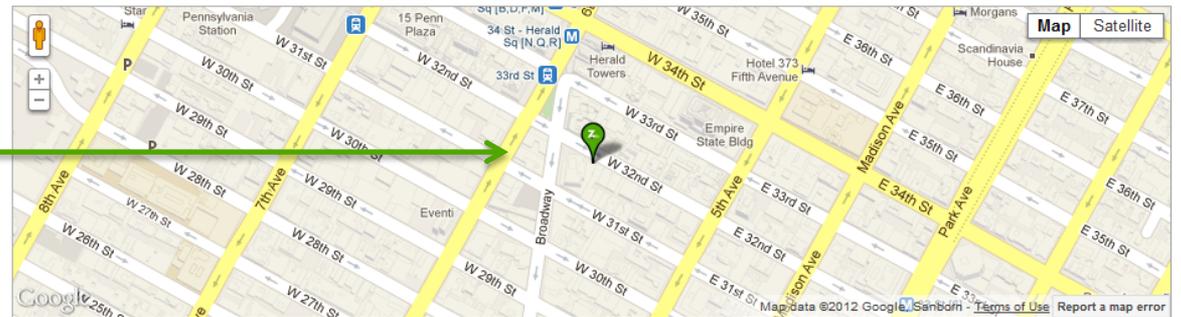
Vehicle Name

Account

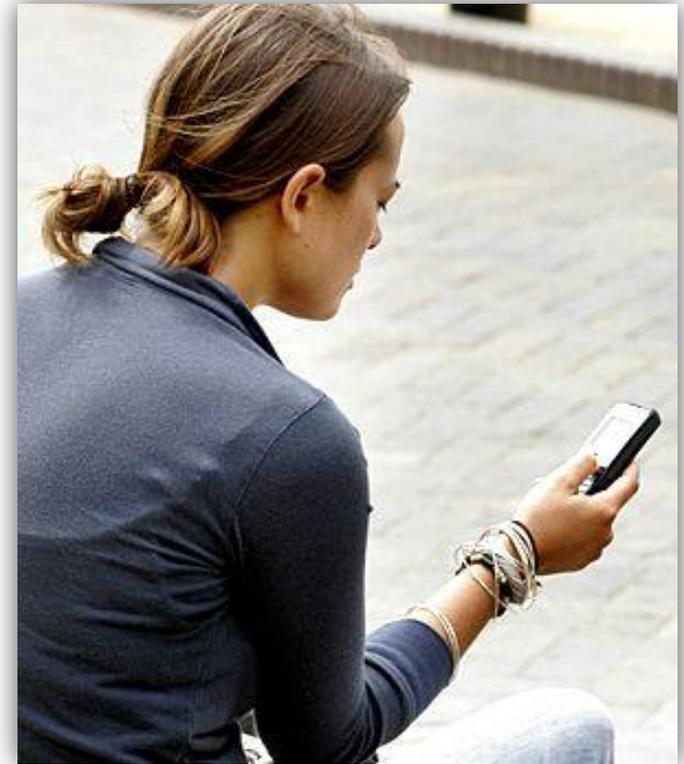
W 32 St & Bway - Manhattan - Midtown West

The Zipcars are located in the Central garage in 1250 Broadway. The entrance to the garage is just East of Broadway on the South side of 32nd Street across the street from the Hotel Stanford and between Kansuh Korean Restaurant and the US Post Office. Please call the garage at 212-695-4568 at least an hour before your reservation. While this does not guarantee that the garage will have your car waiting, letting the garage know you are on your way to pick-up a vehicle will assist the garage so they can retrieve your vehicle and get you on the road as quick as possible.

Location



- There is no charge for a reservation under 8 hours canceled or changed up to 3 hours before it begins.
- If changed under 3 hours or canceled under the 8 hours, the total reservation amount will be charged.
- Reservations 8 hours or longer can be canceled 24 hours in advance with no charge.
- **PLEASE PLAN ACCORDINGLY!!!**
- **Reserve an extra hour at the end of the reservation to avoid the fee.**



Six Simple Rules

- Report Damage
- Keep it Clean
- No Smoking
- Fill 'Er Up
- Pets In Carriers
- Return On Time



A Few Pointers

- Always start with a 360 degree inspection before starting your reservation.
- Call **866-494-7227** at the beginning of your reservation to report any damages and/or broken rules.
- Broken rules can result in fines, so make sure you report everything at the **start** of your reservation!
- Plan ahead to fill up in the field if the gas tank is low. There are no gas stations in Lower Manhattan.

what zipcar fees do I need to know about?

- **Report Damage:** Any damage that is not reported could result in a **substantial charges (\$500 and up)**. Before starting a reservation, inspect the vehicle and report any damage BEFORE you drive.
- **Keep it Clean:** Vehicles that are found dirty after a reservation result in a \$50 fine per incident. Take out all trash and keep it clean.
- **No Smoking:** smoking in a vehicle can result in a fee of \$50 per incident. NO SMOKING!!!
- **Low Gas:** Vehicles must have $\frac{1}{4}$ tank at the minimum of gas. If not, a fine of \$20 per incident will be charged. If you find a car with low gas, report it and
- **Return On Time :** \$50 per hour (up to a maximum of \$150), plus the vehicle usage charges, per incident. Plan ahead and book and extra hour on the end of the reservation.



what zipcar fees do I need to know about?

- **Ignition Key Replacement: \$75 plus costs for materials and labor.** (Avg \$350 per key)
- **Tickets/Violation Processing Fee:** You are also responsible for paying any parking tickets and moving violations incurred during your reservation. All violations are sent to the member through DMV and Zipcar.
- **Wrong Location:** Zipcars need to be returned to the location they came from. Therefore, if a vehicle is picked up at 32nd street and 7th ave, it needs to be returned to 32nd street and 7th ave. Fee of \$95 (transportation fee) per occurrence.
- **Gas Card:** Fuel is purchased for the vehicle only and is tracked on a per vehicle/fuel tank capacity. If fuel is purchased that is doesn't fit capacity or is over the amount that is needed, fees and membership maybe revoked.



