How to: Make vehicle requests and modifications to requests via Fleet Management’s online reservation site.

Online reservations can now be created and modified by individual renters without first contacting Fleet Management by phone. Using the link below, any user can log in to the website and make a request. **By making the request online, the individual making the request is certifying that the trip is approved by the department.** The departmental approver will need to be sent a copy of the confirmation. As a result, the department is **not** required to complete the vehicle order form previously used by Fleet Management. No signatures will be required.


The reservation will be placed under the name of the individual who logs into the site. Departments are strongly encourage to log in as the individual whose name (and personnel number) will be associated with the rental. For example, if Sammy logs into the site and makes a reservation, the reservation will be in Sammy’s name. If Sammy wants to make the reservation under Susie’s name, he will need to log in using Susie’s login information. All renters are given access to the website using their @tennessee.edu email account. When retrieving the vehicle keys from the electronic key box, the personnel of the individual associated with the rental must be used as the PIN.

**The initial password is the individual’s six digit, UT personnel number.**

Example login information:
E-mail Address = sparcell@tennessee.edu
Password = 123456

Step 1: Log in using the credentials of individual renting the vehicle.
*Be sure and include the “@tennessee.edu”. The system doesn’t recognize a “@utk.edu” or similar email addresses.

Step 2: Choose “New Reservation” to request a vehicle or click “Manage Requests” to review existing requests. If creating a new reservation, you will need to choose the vehicle category class and any required extras.

SAMUEL PARCELL's profile

Make new reservation request
New Reservation

View/Update my profile
or change my password
Edit Profile

Manage Reservation Request
Manage Requests

You have no upcoming reservations (in the next seven days).

Step 3: Enter request details. “Pick Up Date” and “Drop Off Date” signify the times that the vehicle will be expected to be physically present on the Fleet Management lot. Very important - Ensure that the Pick Up Date is the earliest that you will need the vehicle, and that the Drop Off Date is the absolute latest that you will be returning the vehicle! Vehicle rentals are scheduled very close together, and if the return is delayed the next renter will not have a vehicle. The department that is late in returning the vehicle will be held financially accountable for any additional costs to the impacted renter.

New Reservation
Step 4: Enter all other required information. When all information is entered, click “Confirm Booking”.

Step 5: You’re done. The individual making the request and the individual identified by the “Additional Notification Emails” box will receive email confirmations for the request. Fleet Management recommends sending the additional notification to the approver of the department. The email confirmation also contains a helpful calendar attachment for Outlook that can remind you of your upcoming reservation.

NOTES:
1. You can modify all aspects of the request by using the “Manage Requests” option.
2. If you make changes to the request within seven days of the scheduled pick up time, the system will generate a new confirmation number for that trip.
3. “E” and “R” accounts are the only accounts allowed and they must be capitalized. If the site doesn’t recognize the account number, contact Fleet Management.
4. If the trip is for in state travel, you can place the destination in the request notes.
5. Charges for the rental are assessed based on the time between the key fob being removed from the key box and the time that it is returned to the key box. Departments can now save money by only reserving the vehicle for the times that they need the vehicle.