



User Manual

Your personal guide for GreenShareCar®
Version (7.4)



Important Information

This guide is provided to members only as a quick reference, this guide does not substitute or replace the **Member User Agreement** (MUA), which is available on our website:

www.greensharecar.com.au

Members are reminded that GreenShareCar™ is a car “club” service, our vehicles are available for members to use 24/7, 365 days of the year, on demand. To assist us in providing excellent service to all members, we must rely on members doing the right thing by reporting damage and low fuel levels and returning the vehicle to its original designates parking space in a clean condition.

Our vehicles provide enjoyment and mobility to our many members, therefore we ask you to respect our vehicles as if they were your own. **Welcome to GreenShareCar™, Australia's #1 car share service provider.**

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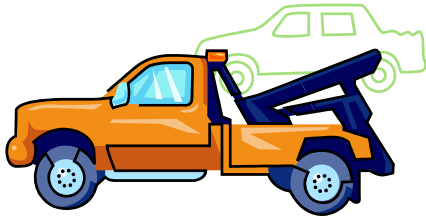
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GreenShareCar Service



GreenShareCar provides vehicles which are fully insured, serviced and maintained in peak condition. Each GreenShareCar includes a fuel card, e-tag and built-in car management system. We offer a 24/7 emergency call centre, 24/7 roadside assistance, email customer support, accident management and damage repair.

NOTE:

Before you drive, be sure to check that the following items are in the car:

- 1) Fuel Card
- 2) User Manual
- 3) Damage Log
- 4) Accident Forms
- 5) *At least* ½ tank of fuel
- 6) Inspect the car for any damage

Report any missing items or vehicle damage before you drive the vehicle.

SmartCard & Keys



Step 1 SmartCard

Your GreenShareCar SmartCard gets you access to all our vehicles. Use it to commence and conclude your booking and to lock and unlock the vehicle during your trip. If you misplace your SmartCard, just let us know and we will send you a replacement card (refer to MUA).



Step 2 Unlock and Get In

At any point during your reserved time, presenting your SmartCard to the sensor on the driver's side bottom corner of the windscreen will lock, or unlock, the car doors.



Step 3 Keys

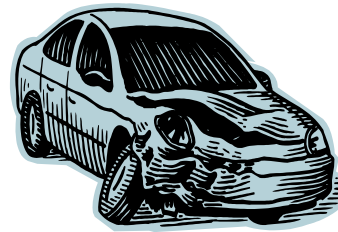
Keys are kept on a cord beneath the steering wheel. Make sure to remove them from the ignition before exiting the vehicle or the battery could go flat. Some of our vehicles have an electric **START** button, instead of keys. If you do not find keys, check around the steering wheel for a **START** button.

Checking your GreenShareCar



Damage Check

Before you drive off, make sure to walk around the car and check for any damage. This is to be done before you drive off to ensure that you won't be held responsible for any existing damage to the car.



Damage Log

If the car has any damage, check that it has been reported in the Damage Log. If it hasn't already been reported, contact us immediately. We will give you a report number to note down in the Damage Log. Failure to notify us of any damage not recorded prior to travel will result in you being held responsible.

NOTE:

If possible, take a photo of the damage and send it to us:
info@greensharecar.com.au



Returning the Car

If a vehicle is parked in the reserved parking bay when you return, call us and tell us where you have left the car. Failure to notify us will incur a fine (refer to MUA). If you leave the car parked in any location other than in its reserved parking bay and we receive a parking infringement, or other fines, we will pass these costs to you, plus our administration fee (refer to MUA).

Contact Information



Office Hours

Office hours are 9:00AM – 5:00PM, Monday to Friday. Our offices are closed on public holidays.

In emergencies, you can always reach us at **1300 575 878**.

After Hours

We are available for emergencies 24/7, 365 days of the year. If you require assistance after hours, on weekends or on public holidays, call **1300 575 878** and follow the prompts.

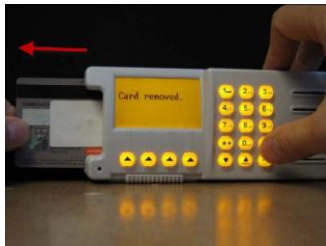
Before you call, have the following information ready:

- 1) Member name
- 2) Reservation times
- 3) Car registration number
- 4) Your mobile contact number
- 5) Nature of the problem

“P” Plates

Probationary drivers are required to supply their own “P” Plates. These are to be clearly visible at all times.

Refueling



FuelCard

All fuel for GreenShareCars should be purchased with the FuelCard in the vehicle. FuelCards are located within the car's computer control panel, on the driver's side of windscreen.

Be sure to check with the service station attendant that the FuelCard will be accepted before filling the vehicle with fuel.

Where to Refill

The FuelCard is accepted at most service stations; however some outlets do not accept Fleet FuelCards.

Always show our FuelCard to the service station attendant before filling the vehicle with fuel, to ensure that our FuelCard will be accepted.

If necessary, you can pay for fuel yourself and send us a copy of the receipt, we will reimburse you in the form of a credit on your GreenShareCar account, less our administration fee (refer to the MUA).

Fuel Type

Always check the fuel type on the inside of the fuel cap before you fill up.

Warning!!!

If you fill up with the wrong type of fuel it may cause an engine breakdown which is not covered by our new car warranty. If this occurs, you will be held responsible.

½ tank of Fuel

Always leave the car with at least half of a tank of fuel at the end of each trip, as a courtesy for the next member. There is a fine for leaving the car with less than ½ a tank of fuel (refer to the MUA).

Vehicle Condition



Dirty Cars

We aim to provide a clean car at all times. If your GreenShareCar is not clean when you collect it, both inside and out, please notify us immediately.

Cleaning the Car

If the car needs to be cleaned, we may authorise you to take it to a car wash, just give us a call to get authorization.

We will credit your GreenShareCar account for a full clean, inside and out, just get a receipt and send it to:
info@greensharecar.com.au

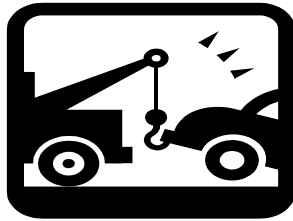
No Smoking

Smoking is prohibited in GreenShareCars. Smoking in a GreenShareCar will incur a fine and may result in termination of your membership.

No Pets

Carrying pets is prohibited in GreenShareCars. Members who carry pets in the car will be fined, in addition to the cost of cleaning.

Accidents, Breakdowns, Tolls & Fines



Accidents

If you are involved in an accident, do not admit fault. If another vehicle is involved, take note of the other vehicle's registration number, the other driver's name, address, and license number and note down any witnesses' details. Then immediately notify us.

Note:

If possible, take a photo of the damage to the GreenShareCar and other vehicles or damaged property and send it to us at: info@greensharecar.com.au

Breakdowns & Flat Tyres

If you have a mechanical problem with your car, a flat tyre or a flat battery, please pull over, secure the car, notify us immediately and call the 24/7 roadside assistance:

**1 300 MARSHALL
(1 300 627 742)**

Tell them you're driving a **GreenShareCar**, you may also need to quote account number **925542**.

YOU MUST NOTIFY US!!!

Toll Tags

We have provided a toll tag in the car for your convenience. We will invoice the cost of your usage to you at the end of following month.

Fines & Tickets

You are liable for all traffic offence penalties that relate to your booking, including parking tickets, speeding fines, clamping fines, bus lane fines and compound charges.

You must report any such offences as soon as possible. It is much cheaper if you pay parking tickets yourself. If we receive a parking or traffic offence notice we will transfer liability to you and add an administration charge to your account (refer to MUA).

Running Late



Extending a Booking

You can always extend your booking if the vehicle has not already been booked by another member. You can do so from the onboard computer or, alternatively, by calling GreenShareCar at **1300 575 878** during office hours.

Instructions for extending your reservation from within the vehicle are included at the end of this guide.

From our Mobile Website

You can also extend your booking from our mobile website:

1. Go to **m.greensharecar.com.au**
2. Select the **Book Now** tab
3. Login with your ID and password
4. Select **My Reservations**
5. Click the **Extend** button
6. Select your new end time

Late Charges

If you are late, you will be charged in late fees in accordance with the rates (refer to the MUA).

Important!!!

If you are unable to extend your booking, please notify us at least 20 minutes prior to the end of your reservation, as a courtesy to the next driver.

Ending Your Booking



Returning the Car

At the conclusion of your booking, park the car in the reserved parking spot. Ensure the car has at least ½ tank of fuel. If our reserved bay is occupied by a non GreenShareCar vehicle, park as close as possible and notify our office. If possible, please also take a photograph of the offending vehicle and send it in an email to info@greensharecar.com.au along with the date and time that the bay was occupied.

Warning!!!

If you park in a permit zone, clearway or in a metered car bay and the car receives a parking infringement you will be responsible for the payment.



Personal Belongings

Please check you have removed all your personal belongings from the car and remove any rubbish before you log out. Close all the doors & windows and turn off all lights and indicators.

Warning!!!

If you return the car with excessive mud on the exterior or leave rubbish in the interior of the vehicle and the next member reports it, you will be charged with additional cleaning cost, refer to the MUA. In this event, it's cheaper for you to have the car washed at your cost.



Locking Up

When you are ready to conclude your booking, lock the car by holding your SmartCard against the card reader on the windscreen. This will automatically end your reservation.

Reporting Damage



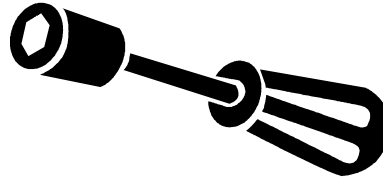
If you are involved in a collision, you should never admit fault and should do the following:

- a. Make sure the car is secure
- b. Turn on your hazard lights to make other drivers aware
- c. Inform the police immediately if anyone is injured or if there is a disagreement as to the facts
- d. Note down the car registrations, names, addresses and license numbers of any drivers involved
- e. Note down the names and addresses of any witnesses
- f. Note down a description of events together with a sketch diagram
- g. Call us on **1300 575 878**

We will send you an incident report form, which should be completed immediately and sent to us at **info@greensharecar.com.au**

You must also check the car at the beginning of each booking to ensure you are not held responsible for any damage caused by a previous member.

How to Describe Damage



Items to Include

1. The kind of damage
2. The size and area of the damage
3. Any paint damage that has occurred
4. Which damaged panel or part is affected, whether it is inside or out
5. Remember to add if it's "passenger" or "driver" side.
6. If possible, take a photo of the damage to the GreenShareCar and other vehicles or damaged property and send it to us at: info@greensharecar.com.au

Some Car Facts...Did you know?



Fact 1

In some cases, parking costs can exceed vehicle payments. The space provided by CBD car parks is more expensive than the best retail floor space in the world.

Fact 2

An average new car will cost \$234 per week to own and maintain. A life without car dependency can not only be beneficial to your well-being and to the environment, but can also make you very wealthy by investing the money saved from direct car ownership!

Fact 3

Cars are not assets, they are liabilities.

Wealth is not in ownership, it's in use.

When you need to drive, GreenShareCar is the premium alternative to direct car ownership.

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Enquiries: **1300 575 878**
Email: info@greensharecar.com.au
Website: www.greensharecar.com.au