ANU Carshare

Quick guide

For more information
anu.edu.au/carshare
Welcome to ANU Carshare powered by GreenShareCar

ANU Carshare is a sustainable transport option available to University staff and students at the Acton Campus. This initiative is the first of its kind in Canberra and offers flexible, convenient, self-service access to a wide range of vehicles, from small sedans to 12-seater buses, for both business and private use.
3 easy steps

Step 1 – Register

Registration is easy via anu.edu.au/carshare.

Select your choice of registration:

> Private Use - University staff and students have access to Carshare vehicles for private use. Bookings are made by the hour so it’s never been more affordable to get around Canberra to see friends or do grocery shopping in the comfort and flexibility of your own vehicle.

> Business Use - Staff and Higher Degree by Research (HDR) students can access a dynamic fleet of Carshare vehicles for business use. This registration allows staff and HDR students to enjoy the flexibility of vehicle access for both unexpected meetings across Canberra and planned events.

Once your registration is submitted you will receive a confirmation email. Please allow 2-3 business days for your registration to be activated, as GreenShareCar need to verify your driver licence and registration details.

Step 2 – Book

Go to anu.edu.au/carshare for convenient 24/7 self-service access to a wide range of vehicles. You can create, manage or cancel bookings from your desktop or smartphone. Business bookings will be charged to your selected ANU charge code, while private bookings will be charged to your elected personal credit card.

Step 3 – Drive

Once your booking is confirmed and the time has arrived, you are ready to hop in the car and drive! Simply swipe your University ID card over the card reader on the windscreen, get in and go. Once you have finished with your booking, return the vehicle to the designated pickup location, lock it and leave. Make sure you follow the rules below before, during and after your booking.
A few simple rules

Report damage
When you arrive at a vehicle, always check the vehicle inside and out. To report damage, a dirty vehicle or low fuel, use the GreenShareCar Companion App.

Keep it clean
Take personal belongings with you when you go and bin any rubbish.

No smoking
Smoking in the vehicle is strictly prohibited, regardless of whether the windows are down or the doors open.

No pets
Unfortunately pets are strictly prohibited.

Fill it up
Always leave at least ½ a tank of fuel. If you need to fill up, use the fuel card located in the slot in the on-board computer next to the driver’s sun visor. The fuel card provides you with access to a range of service stations.

Return on time
To avoid late fees, please ensure you return the vehicle by the end of your booking period. If for unforeseeable reasons you are unable to return the vehicle on time and you cannot extend online, call the GreenShareCar Call Centre on 1300 575 878.

Obey the law
It is important you obey all State and Territory road laws in order to protect the safety of you, your passengers, other road users and pedestrians.
Before you drive

Companion App
The Companion App is a tool to report any issues related to your booked vehicle. The App can be found on your account homepage. For convenient access to the App log into your account using a smartphone and save to home screen.

When you arrive at the vehicle be sure to check:

> the fuel card is in the slot on the on-board computer
> the user manual is in the glove box of the vehicle
> there is at least ½ a tank of fuel in the vehicle.

If you notice anything missing make sure you let GreenShareCar know right away by reporting it on the Companion App.

Damage check
It is essential that you check the interior and exterior of the vehicle for damage before you drive it.

If you find any damage, use the GreenShareCar Companion App to see if it has been reported. If it hasn’t, be sure to create a damage report using the App before you start driving. When reporting damage make sure to include type, size and area of the damage and which part or panel is affected. Use the terms driver’s or passenger’s side, as left and right can get confusing.

If possible get a photo of the damage and upload it into the Companion App or email it to info@greensharecar.com.au

If you don’t report existing damage at the start of your trip, you may be held responsible for it and subsequent fees may apply.
Driving the vehicle

Accessing the vehicle

Your University ID Card provides you with access to Carshare vehicles. If you do not have a University ID Card, contact GreenShareCar and they can issue you a Smartcard.

To access the vehicle simply hold your University ID card against the card reader in the driver’s side bottom corner of the windscreen. The vehicle can only be accessed if you have a valid booking.

Keys

Keys are kept on a cord beneath the steering wheel. Make sure they are removed from the ignition and replaced in the holder before exiting the vehicle. Some of the vehicles have an electric start button instead of keys. If you don’t see any keys, check around the steering wheel for a start button.

Probationary licences

Probationary drivers are required to supply their own “P” plates. These must be clearly visible at all times and must comply with state regulations.
Returning the vehicle

When you return the vehicle, please make sure:

> the fuel tank is at least half full
> all lights and accessories are turned off
> the key is returned to the holder
> all personal belongings and rubbish have been removed
> the vehicle is clean and tidy
> all doors and windows are fully closed.

Car needs a wash?

If a vehicle looks like it could use a wash, let GreenShareCar know using the Companion App.

If you leave the inside or outside of the vehicle dirty, you may incur a fine.

Designated parking space

If another vehicle is parked in the designated parking bay when you return, please contact the ANU Carshare Contract Manager on 02 6125 7051 for assistance. If you leave the vehicle parked in any location other than its designated parking space and it receives a parking infringement or other fine, you will be responsible for payment of the infringement and an additional GreenShareCar administration fee.

Locking up

When you’re ready to end your booking, use your University ID card to lock the doors. Once the car is locked, you have ended your booking.
Extending your booking

You can extend your booking if that vehicle is not booked by another user for the time period. You can do this from the on-board computer, by logging into your account at www.anu.edu.au/carshare from a desktop or your smartphone. If you are unable to extend your booking online contact the GreenShareCar Call Centre for assistance on 1300 575 878 at least 20 minutes prior to the end of your booking.

Make sure to extend your booking before it expires. You can’t extend an expired booking.

Cancellation policy

To cancel or change a booking log into your account and select the relevant booking under My Reservations. Any bookings cancelled with less than 24 hours’ notice prior to the start of the booking will be charged at full price. Changing vehicles with less than 24 hours’ notice will result in you being charged for both vehicles.

There is a one hour grace period after making a booking to make any changes or cancellations without incurring any additional charges.
Refuelling

The fuel card
Every vehicle has a Motorpass fuel card located in the slot in the on-board computer next to the driver’s sun visor.

Where to refill
Most service stations will accept GreenShareCar’s Motorpass fuel card. You can find your closest service station at www.motorpass.com.au or ask the attendant before filling up.

If you find you have had to pay for fuel yourself, please send a copy of the receipt to GreenShareCar and you may be reimbursed, minus an administration fee.

Fuel type
Always use regular unleaded when you fill up. If you fill up with the wrong fuel it may cause an engine breakdown which is not covered by the vehicle warranty. If this occurs, you will be held responsible. If you fill the vehicle with premium fuel, you may be charged the difference.

Leave at least ½ tank
Always leave the car with at least half a tank of fuel at the end of each trip. Failure to do so may incur a fine.

Always make sure to ask the attendant if the fuel card will be accepted before filling up.
Accidents, breakdowns and infringements

Accidents
If you are involved in an accident:

> do not admit fault
> inform the police if another vehicle or person is involved
> take note of the other vehicle’s registration number, driver’s name, address and licence number
> write down any witnesses contact details
> secure the vehicle and turn on the hazard lights
> take photos of any damage
> report damage using the GreenShareCar Companion App
> after doing all of the above, call GreenShareCar Call Centre on 1300 575 878.

Breakdowns and flat tyres
In the event of a mechanical problem, flat battery or flat tyre, pull over, secure the car and call GreenShareCar Call Centre on 1300 575 878. Do not attempt to resolve the problem yourself.

Infringements
You are responsible for traffic and parking infringements. Infringements should be paid directly to the issuing authority or organisation. If GreenShareCar receive an infringement incurred by you, you will be responsible for making payment and will incur an administration fee from GreenShareCar.
Contact info

The GreenShareCar Call Centre can be contacted on 1300 575 878.

For registrations, booking extensions, general issues and enquiries the office is available 9:00am – 5:00pm, Monday to Friday excluding public holidays. For accidents, breakdowns, and emergencies the GreenShareCar Call Centre is available 24/7, 365 days of the year.

Before calling GreenShareCar, please have the following information ready:

- University ID
- reservation time
- vehicle registration number
- your mobile contact number
- nature of the issue.

Important information

ANU Carshare is an outsourced managed service to University Staff and Students. If you are experiencing issues or have concerns with the operation of the service please contact ANU Carshare at carshare@anu.edu.au

This guide does not substitute or replace the terms and conditions. Business users are to comply with the drivers’ obligations agreed to prior to bookings. Private users are to comply with the members’ user agreement agreed to prior to bookings.
CONTACT US

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CRICOS Provider #00120C