



## FREQUENTLY ASKED QUESTIONS

### Where are the vehicles housed?

All WeCar vehicles will be located at and returned to the Blue Lot; specific locations subject to change - please refer to the online reservation system [wecar.com/tennessee](http://wecar.com/tennessee)

### Do I need to use a specific vehicle?

Yes, your WeCar activated access control card or WeCar membership card will grant you access to any of the specific make and model vehicle you reserved. If, for any reason, you need to switch vehicles contact WeCar customer service at (877) 599-3227.

### Are any WeCar vehicles permanently assigned to individuals?

No, WeCar vehicles are shared by all approved drivers who are employees of state of TN.

### How do I make a reservation?

All reservations are made on-line. Once you have joined, simply go to [wecar.com/tennessee](http://wecar.com/tennessee) and set up your reservation. (You may also use the mobile site [m.wecar.com](http://m.wecar.com) to access the reservation from your smart phone.)

### How do I get into the car?

- Walk to the car and hold your WeCar activated access control card or WeCar membership card up to the card reader mounted in the windshield.
- The light will turn yellow, indicating that the system is verifying your reservation.
- Once verified, the light will turn green and unlock the doors.
- NOTE: Please keep in mind that the car will only allow access during your reservation window.

### Where are the keys?

**Picking up:** The keys are located in the glove box and should be removed at the start of the rental. The reservation and access control card are the keys to unlocking the car. The ignition will not turn over unless your card matches the reservation. Use the key as you normally would to lock and unlock the doors throughout your reservation.

**Returning:** When you are ready to return the vehicle, place the key back in the glove box (snap the black key fob back into the key holder) and use your access control card to lock the doors.

### How do I fuel or plug-in a WeCar vehicle?

State of TN drivers will use their assigned fuel card. A fuel card will be in the vehicle's glove box along with directions on how to use the card.

### When do I fuel the vehicle?

Please return a WeCar vehicle with a full tank of gas. Remember, be courteous to the next driver. Please return the car with the required level of fuel and free of dirt and debris and personal items. It is the responsibility of the driver to return the vehicle with a full tank of gas. Failure to do so will result in a penalty fee.

### What if I find damage to the vehicle?

Employees should complete a walk-around at the start of the reservation. If damage is found, call WeCar customer service at (877) 599-3227.



## FREQUENTLY ASKED QUESTIONS (continued)

### What if the car won't start?

If the date and time of your scheduled reservation is accurate, please confirm that the card reader turns green when you swipe your access control card or WeCar membership card. If you are still experiencing difficulties, please call WeCar customer service (877) 599-3227. Make sure to report the issue to your state of TN administrator.

### What if the car breaks down, or I get a flat tire?

Contact WeCar roadside assistance at (877) 599-3227.

### Who do I contact for problems with the reservation system?

Contact WeCar customer service at (877) 599-3227.

### What if I'm involved in an accident?

Please notify WeCar customer service at (877) 599-3227 and 911.

### Can I use the vehicle for more than one appointment?

Yes, as many as you want. The vehicle is yours to use for the time reserved.

### What if I am going to be late returning the vehicle?

As soon as you realize you will be late returning the vehicle, you may utilize any of the options below:

- Log into the reservation site and click to extend your reservation.
- Log into the mobile site (m.wecar.com) via your smart phone to extend your reservation.
- Contact WeCar customer service at (877) 599-3227 to extend your reservation.
- Late fees may apply.

### What if I need to return the car early?

If you need to shorten your reservation after the vehicle is checked out, you may utilize any of the options below:

- Log into the reservation site and click to change your reservation.
- Log into the mobile site (m.wecar.com) via your smart phone to change your reservation.
- Contact WeCar customer service at (877) 599-3227 to change your reservation.

### What if I need to cancel my reservation?

If you need to cancel your reservation, you may utilize any of the options below:

- Log into the reservation site ([www.wecar.com/tennessee](http://www.wecar.com/tennessee)) and click to change your reservation.
- Log into the mobile site (m.wecar.com) via your smart phone to change your reservation.
- Contact WeCar customer service at (877) 599-3227 to change your reservation.
- Cancellation fees may apply.

### Who can drive a WeCar vehicle?

Only an approved state of TN employee may drive a WeCar vehicle with an activated access control card or WeCar membership card.

### Can multiple authorized drivers drive during the same reservation?

Yes. If there are multiple WeCar approved employees going on a trip together, any of them may drive the vehicle regardless of who has it reserved. However, keep in mind only the reserving employee's access control card or WeCar membership card will work to start and end the reservation. Please contact WeCar customer service at (877) 599-3227 with any questions.

In the case that all WeCar vehicles are reserved, you may still reserve a vehicle through Enterprise by visiting: [wecar.com/tennessee](http://wecar.com/tennessee)

