User Guide to Online Car Reservations

1. Navigate to the "Tucker Cars" page on the Tucker Foundation's website using this URL: http://www.dartmouth.edu/~tucker/service/local/cars.html. Scroll down the page to the Reservations section, find ***CLICK HERE TO MAKE A RESERVATION*** and then click on the link to be redirected to Veribook.

2. Click on the View Availability button to start a reservation request.

3. Use the calendar on the left-hand side of the window to select the date. Use the slider at the center of the screen to select the time of the reservation on the given day (Green = go, Red = conflict). Times which are grayed out tell you when the vehicle is not available. Use the drop-down menu in the upper left-hand corner to look at the availabilities of the different vehicles. Mouse over the information icon to the right of the drop-down box to see information about the vehicle you are requesting.
4. Complete the "Booking Details" section on the lower part of the screen:

- Enter your first and last name under "Driver's Name."
- Enter your Dartmouth email address.
- Enter your cell phone number.
- Enter the name of the Tucker Program for which you are using a car.  
  *NOTE: Tucker Cars can only be used by Tucker Programs and driven by students who are both College Certified & Tucker Approved.*
- Fill in the location section with either the name of the school where you'll be working or the town and state that you'll be driving to.
- Add a description of your activities (i.e., going ice fishing with little sib's family, driving a group of mentors and mentees home after a show at the Hop on DREAM Friday, tutoring ESL at Lebanon Middle School, teaching computer programming after school at Windsor HS).  **Be specific.**

5. After double-checking that all of your information is correct, click "Send Request."
   - If you have not already logged into Veribook, you will be prompted to do so. You should receive an email confirming your request within 10 minutes.
     - If registering with Veribook for the first time, your "display name" should follow the format:  *"FirstName LastName_Class Year."*
       
       Example: Matthew Sattler_15

       Please also use your Dartmouth email address when you sign up.

6. **Vehicle requests are typically processed within 24 hours, Monday-Friday until 3:30 PM.**

   In response, you could then receive one of two different emails from the Veribook website.

   a. If your request has been processed and no changes have been made, you should receive a **confirmation** email. If this is the case (as it generally should be), no further interaction is required on the Veribook website for this reservation, unless you need to change or cancel the reservation later on.
b. If your request has been processed and denied, you will receive an email with the subject "Booking Request Declined." You should also receive a separate email from an employee of the Tucker Foundation explaining why your request was declined. The most common reasons for being declined are that you are not yet a certified driver, the cars have been grounded for the day, and that the reservation date in question was more than a week in advance.

7. Keys for your reservation can be picked up no earlier than 15 minutes before the start of your reservation. Key pick up and drop off locations are based on your reservation times:
   a. **Between 7:00 AM and 3:59 PM, Monday through Friday** keys are available at the Tucker Foundation.
   b. **Before 7AM, after 4PM on weekdays, or at any time on the weekend go to Safety and Security**, located on the second floor of Dick's house.

8. Keys are kept behind the front desk at Tucker. Tell whoever is available your name and that you are here to pick up a car. You will sign out the keys for your reservation on a car report log sheet. You may need to show your ID, so have it available.

9. After you have finished using the car, return the keys to Tucker or an officer at Safety and Security, depending on the time. This time you'll sign in the keys on the car report log sheet and make a note of the vehicle condition (i.e., full, ¾, or ½ tank of gas, windshield wiper needs to be replaced, low tire pressure, interior is dirty – food and wrappers left behind).

   *Please walk around the entire exterior of the car at the beginning of your reservation and before you get into the vehicle any subsequent times. If you notice any damage, it must be reported to the Tucker Foundation regardless of whether or not you caused it. We need to file a report in order to have our insurance cover the cost of repairing it*

If you have any questions about using Veribook, about fulfilling, changing or cancellation a reservation, or want to file a report, please email us at Tucker.Cars@dartmouth.edu or call the Tucker Foundation at (603) 646-3350.