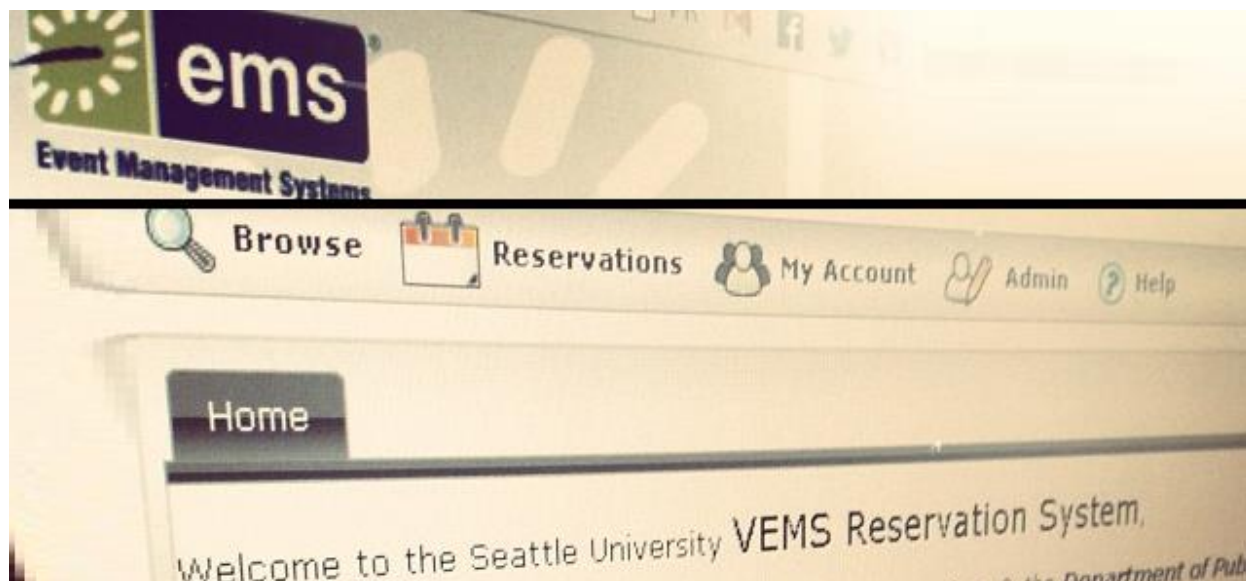




# Virtual Ems – User Guide

Welcome to the Virtual EMS User Guide! This document will walk you through how to request a van rental using the Virtual EMS online reservation system. If you have any questions not addressed in this guide, please contact the Department of Public Safety & Transportation Van Rental administrator at [VanRental@seattleu.edu](mailto:VanRental@seattleu.edu) for further assistance.



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## Introduction

VEMS is a web-based application that allows you to browse the availability of Seattle University vans in an online calendar. With VEMS, you will be able to submit and manage your van reservations online.

We ask that the Seattle University community help us in our transition to online van scheduling. Your continued patience and cooperation as we transition to a modern scheduling platform is always recognized and much appreciated.

Further information regarding our technology upgrades will be posted on the Department of Public Safety & Transportation's Van Rental [website](#) as it becomes available.

## Important New Policy Information

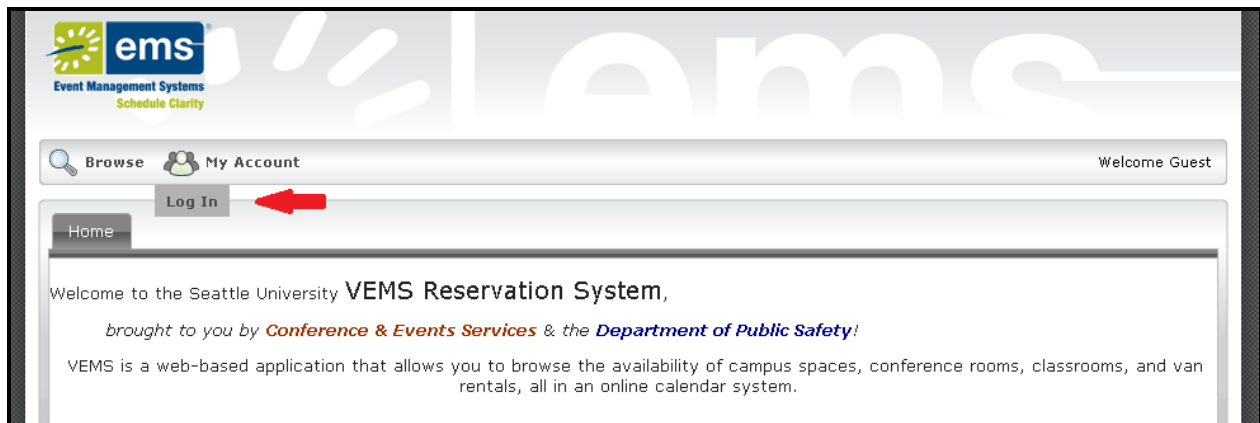
- The VEMS is currently only accessible from the Seattle University Network.
- Similar to conference rooms, the availability of Seattle University vans will be viewable in VEMS.
- If a Seattle University van is not available during the time slot you require, you may need to book your rental through an outside agency. Information regarding outside agency rentals is available on the Department of Public Safety & Transportation's Van Rental [website](#).

*We are currently exploring more possibilities for car rentals / rideshare programs in the near future to help ease any difficulties. More information on these options will be coming in fall 2013*

- For any additional inquiries, please contact [VanRental@seattleu.edu](mailto:VanRental@seattleu.edu) in lieu of calling the Department of Public Safety & Transportation directly.
- Please be advised that the Department of Public Safety & Transportation is no longer accepting van reservations over the phone.

## Logging onto VEMS

From the Department of Public Safety & Transportation's Van Rental [website](#), you can access the Virtual EMS (also available directly at <http://oitems/VirtualEms/>). To log into an existing account, click "Log In" under "My Account" on the main page. On the following page, enter your email address and password, then click "Log In."



*\*If you forget your password, please contact [VanRental@seattleu.edu](mailto:VanRental@seattleu.edu).*

## Registering for a VEMS Account

### **Faculty and Staff**

To register for a VEMS account, send an e-mail to [VanRental@seattleu.edu](mailto:VanRental@seattleu.edu) with “**Request for VEMS account**” in the subject line.

Include the following information in your email:

NAME  
JOB TITLE  
E-MAIL  
PHONE NUMBER  
DEPARTMENT  
GROUP/CLUB NAME  
INVOICE NUMBER TO CHARGE

*You must also indicate that you have read and understand the terms of usage as outlined in this user guide, and therefore, knowingly approve the reservations you will make (See full terms of usage later in this guide).*

You will receive confirmation email with your username and password within 2 business days.

## **Registering for a VEMS Account**

### **Student Organizations**

Students are able to reserve vans as long as they are a member of a group/club that is approved through a Seattle University department. Because there are restrictions as to how many students in each club can have access to van bookings, it is ideal for only one student per group/club to coordinate their group's van bookings.

To register for a VEMS account, send an e-mail to [VanRental@seattleu.edu](mailto:VanRental@seattleu.edu) with "Request for VEMS account" in the subject line.

Include the following information in your email:

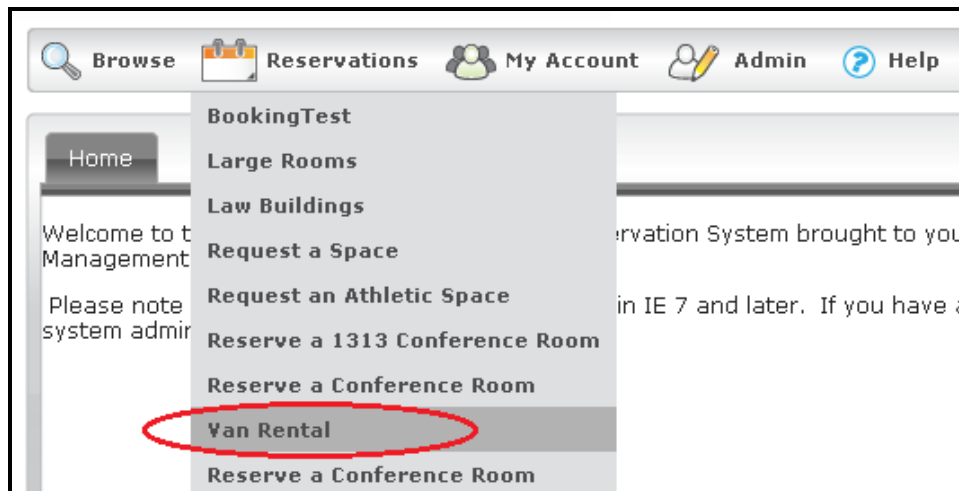
NAME  
JOB TITLE  
E-MAIL  
PHONE NUMBER  
DEPARTMENT  
GROUP/CLUB NAME  
INVOICE NUMBER TO CHARGE

You must also indicate that you have read and understand the terms of usage as outlined in this user guide, and therefore, knowingly approve the reservations you will make (See full terms of usage later in this guide).

You will receive confirmation email with your username and password within 2 business days.

## Searching Van Availability

To browse van availability and create a new reservation, click “Van Rental” under the “Reservations” menu:



1. For a single day event, either type in your reservation date or select it using the calendar icon next to the date field.
2. Complete the start and end times (\*indicate am/pm), estimate your attendance (# in your party) and verify that you have the correct filters.

*For a multiple day event, select the recurrence (Daily, Weekly, Monthly or Random). After selecting the recurrence category, complete the recurrence pattern and range of recurrence information. After selecting the applicable dates, proceed with step 2 from above.*

3. Click search. The system will display a list of the available vans that meet your scheduling parameters.

All available vans will be displayed in the Availability Field:

The screenshot shows the 'Van Rental' interface. On the left, there are sections for 'When and Where' (Date: 7/22/2014 Tue, Start Time: 7:00 AM, End Time: 8:00 AM), 'Setup Information' (Attendance: 5), and 'Availability Filters' (Room Type: (all), Floor: (all)). On the right, the 'Selected Locations' section shows 'No rooms currently selected'. Below this is the 'Availability' table:

SELECT	AVAILABLE	LOCATION	CAPACITY
Reserve			
<input type="checkbox"/>	1/1	SU Van 1 of 6	12
<input type="checkbox"/>	1/1	SU Van 2 of 6	12
<input type="checkbox"/>	1/1	SU Van 3 of 6	12
<input type="checkbox"/>	1/1	SU Van 4 of 6	12
<input type="checkbox"/>	1/1	SU Van 5 of 6	12
<input type="checkbox"/>	1/1	SU Van 6 of 6	12

You can also click the grid tab to see van availability broken down by hour. Times blocked out in blue are unavailable.

The screenshot shows the 'Grid' view of van availability. The 'Grid' tab is selected, indicated by a red arrow. The grid shows availability for 'Wednesday, September 18, 2013 - Thursday, September 19, 2013' over a 16-hour period. The columns represent hours from 9 to 12 AM. The rows represent the six SU Vans. Blue bars indicate unavailable times.

Room	Cap	9	10	11	12 P	1	2	3	4	5	6	7	8	9	10	11	12 A
Vehicle Rentals																	
SU Van 1 of 6	12																
SU Van 2 of 6	12																
SU Van 3 of 6	12																
SU Van 4 of 6	12																
SU Van 5 of 6	12																
SU Van 6 of 6	12																

**If no vans are available, you will need to either revise your reservation time and/ or date, or reserve a vehicle through an outside agency. Please see the Department of Public Safety & Transportation's Van Rental [website](#) for more information.**

## Creating a Reservation

From the Availability field, select from the vans with a green plus sign next to them.

1. Click the van's green plus sign, then click continue.

Selected Locations								
DATE	HOLIDAYS	START ^	END	LOCATION	STATUS	SETUP COUNT	CONFLICT	
7/22/2014 Tue		7:00 AM	8:00 AM	SU Van 1 of 6	Reserve	5		
<div style="display: flex; gap: 10px;"> <span>List</span> <span>Grid</span> </div>								
Availability								
SELECT	AVAILABLE	LOCATION		CAPACITY	PRICE			
Reserve								
	1/1	SU Van 2 of 6		12				
	1/1	SU Van 3 of 6		12				
	1/1	SU Van 4 of 6		12				
	1/1	SU Van 5 of 6		12				
	1/1	SU Van 6 of 6		12				

2. Complete the details for your event by either clicking the Details tab or Continue button. You will be required to complete the following:

**EVENT NAME** (be specific!)

**EVENT TYPE** (always "Van Rental")

**CLIENT** (your department)

**REQUESTOR** (always you)

**PHONE**

**E-MAIL**

**DRIVER/ ON-SITE CONTACT\***

*\* If the driver is not listed, click TEMPORART CONTACT and manually enter their information.*

**EVENT INFORMATION** (be specific!)

**BILLING NUMBER** (or "Billing Reference")

3. Agree that you have read and agree to the **TERMS AND CONDITIONS**.  
 Agree that you understand the **CURRENT COSTS** that will be charged to your department.  
 Agree that the **DRIVER IS A CURRENT FACULTY, STAFF, OR STUDENT** of Seattle University.\*

\* All drivers must be certified by DPS. It is the driver's responsibility to make sure they have been certified and have completed the Driver Authorization Form on the DPS website.

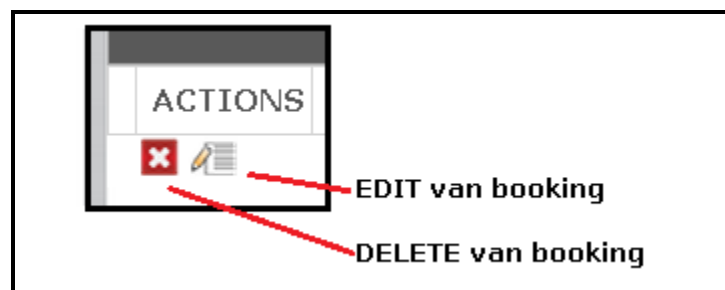


## Reservation Summary

4. Click Submit. Your reservation summary will appear:

The screenshot displays the 'Reservation Summary' page. At the top, there are three tabs: 'Reservation Details' (selected), 'Additional Information', and 'Attachments'. A 'Back to My Requests' link is visible in the top right. The main content area is divided into two columns. The left column lists reservation details: Reservation Id (189269), Event Name (WildTest), Event Type (Van Rental), Billing Reference (redacted), Client Name (redacted), Requestor Name (redacted), Phone (redacted), On Site Contact (Driver) Name (redacted), and Phone (redacted). The right column contains a list of actions: Add Booking, Cancel Bookings, Cancel All Bookings, View Reservation Summary, Add booking to personal calendar, and Booking Tools. Below the details is a filter section with 'All', 'Current' (selected), and 'Historical' tabs. The 'Bookings' section features a table with columns: ACTIONS, DATE ▲, TIME, TITLE, LOCATION, STATUS, and SETUP. The first row of the table shows: [Delete] [Edit] 9/22/2013 Sun 7:00 AM - 8:00 AM WildTest14 SU Van 1 of 6 Web User Request Custom (5). The 'Web User Request' status is circled in red.

Review the date, time, title (of event) and van number. If you need to change any of these details, or wish to delete your booking, you can do so under Actions:



## Reservation Confirmation

Once your booking is complete, you will still be in the “request stage” of the reservation. The van you have requested will have been blocked during the date and time you indicated, however, your reservation will not be finalized until the Van Rental Administrator has approved your request.

You will receive an email about an hour after you submit your request, saying that it has been received.

When your request has been approved by the Van Rental Administrator, the status of your booking will change from **Web User Request** to **Confirmed - Van Rental**, and you will receive a confirmation email.

### Not confirmed:

Bookings			
TITLE	LOCATION	STATUS	SETUP
WildTest14 .	SU Van 1 of 6	<u>Web User Request</u>	Custom (5)

### Confirmed:

Bookings			
TITLE	LOCATION	STATUS	SETUP
WildTest14 .	SU Van 1 of 6	<u>Confirmed - Van Rental</u>	Custom (5)

Check the status of your van rental request/s in **Reservations > View my Requests**.

**Please note that the actual approval process may take up to 3 Business Days.**  
**If you require further assistance within that timeframe, please contact**  
[VanRental@seattleu.edu](mailto:VanRental@seattleu.edu).

## **Picking up the Van!**

Pick up your 1) van key, 2) gas card and 3) van rental contract at the Department of Public Safety & Transportation office front desk, located in the University Services Building, Ste. 102 during our regular business hours: Monday – Thursday 8:30 – 4:30, Friday 8:30 – 3:00

If you are picking up a vehicle reserved outside of our regular business hours, you will need to visit the Communication window directly next to our office & call 206-296-5990 and a public safety officer will supply you with the 1) van key, 2) gas card and 3) van rental contract for your booking. Vans are to be picked up and returned on level 1 of the Murphy Garage located on 11<sup>th</sup> and Cherry St.

## **Returning the Van**

Return the 1) van key, 2) gas card and 3) completed van rental contract to the drop box in the door of the Department of Public Safety & Transportation office. Be sure to complete the following steps:

- Enter the beginning and end mileage on section of the van rental contract.
- Fill the gas tank.
- Affix gas receipt/s to the van rental contract.
- Clean van.

## *Appendices*

### **Terms & Conditions**

**Violation(s) of any of the following terms may result in termination of van rental privileges:**

- Driver(s) agree to follow all University policies and procedures for the use of the vehicle and abide by all state and federal laws.
- User/Department assumes full responsibility for all financial obligations incurred as a result of:
  - 1) failure to return vehicle as indicated
  - 2) failure to clean vehicle
  - 3) damages as a result of misuse while renting the University vehicle.
- **Any and all damages are to be reported to the Public Safety Department immediately (206-296-5990).**
- Driver is responsible for filling out a State Accident Report as well as an accident report with Public Safety (University Services Building, Room 102).
- Vehicle must not be driven off road.
- Vehicle will not be used for any unlawful purposes, or in any race, speed test, or contest.
- Any person under the influence of narcotics, intoxicants, or prescription drugs, which impair, will not operate the vehicle.
- Driver must be a current faculty, staff, or student of Seattle University.
- Driver must be a licensed driver age 21 or older.
- Driver affirms that s/he has not received more than three moving violations over the last three years, and has notified Public Safety of the circumstances involved concerning each violation received.
- **SMOKING IS PROHIBITED IN VANS**

## Van Charges

Basic Rental Fee \$12.25

Mileage Fee \$0.55 per mile driven over 25 miles

Trash Disposal Fee \$50.00 (If necessary)

Fee of \$12.25 for each of the following violations:

- Failure to cancel reservation 3 business days prior to check-out time
- Failure to clean vehicle and return in same operational condition as when checked out
- Failure to accurately record beginning and ending mileage
- Failure to attach gas receipt / fill gas tank
- Failure to return contract
- Smoking in van (no smoking allowed in van).